

# Section C

## Statement of Objectives

### Background

The U.S. Government Printing Office (GPO) is the Federal government's primary centralized resource for gathering, cataloging, producing, providing, and preserving published U.S. Government information in all its forms. Under the authority of Title 44 of the *U.S. Code* (<http://www.access.gpo.gov/uscode/title44/title44.html>), GPO has offered Congress, the courts, and Federal agencies a set of centralized services that enables them to easily and cost effectively produce printed documents. In addition, GPO has offered these publications for sale to the general public and made them widely available for no-fee public access through the Federal Depository Library Program (FDLP). GPO also provides no-fee search capabilities and access to full text documents for print and download through *GPO Access* (<http://www.gpoaccess.gov/>). There are currently over one million downloads per day making it one of America's primary online sources for U.S. Government content.

GPO's Sales Program provides the public an opportunity to purchase official<sup>1</sup> and/or authentic<sup>2</sup> copies of tangible Government information products. GPO is recognized by the public as the primary central source for selling official versions of documents from all three branches of the Federal government. However, some agencies, such as the Cataloging Distribution Services at the Library of Congress (LC) and the United States Geological Society (USGS), have been given authority to sell the information they publish directly to the public.

By statute, U.S. Government information is in the public domain and not subject to copyright, making it possible for others to reproduce, sell, and/or distribute the information. U.S. Government information products created or enhanced for Federal publishing agencies on a fee basis or distributed on behalf of the GPO will not have copyright protection. However, GPO and some Federal agencies do protect the use of their official agency seals and other logos, and GPO does preclude the unauthorized use of its ISSN and ISBN numbers (examples of this have been included in Section J, Appendix A). These features differentiate the U.S. Official Government edition from others that may be reproduced.

In fiscal year 2004, GPO sold over 4.5 million tangible products resulting in gross revenue of over \$25 million. GPO believes that there is a significant opportunity to increase the number of products sold and boost revenue by expanding sales to the general

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<sup>1</sup> GPO defines its products as official if the content was issued by the United States Government at Government expense or as required by law. However, not all of these products are deemed "Official" in the legal sense and may not be sufficient for use in court. For example, the *Federal Register* is recognized as "Official" in both online and tangible formats whereas the *U.S. Code* can only be cited in court in its paper format.

<sup>2</sup> Product content is authenticated when GPO has verified it to be complete and unaltered when compared to the version approved or published by the original publishing agency.

public and resellers with improved marketing campaigns, new products, expanded publishing services for Federal agencies, and improved use of sales channels.

In order to achieve this, GPO is seeking innovative relationships with the private sector to create new business models for its Sales Program. These relationships will enable GPO to utilize more efficient business systems, expand the visibility and range of information products available for sale, and capitalize on industry publishing expertise. GPO expects these relationships to provide better service to customers by streamlining and improving order and fulfillment processes for tangible items as well as increasing the public's awareness of available publications. GPO also plans to utilize these relationships to expand the variety of information products available to the public including new electronic offerings that could include tangible derivatives. In addition, GPO will capitalize on industry expertise to offer services to Federal publishing agencies that will assist them in reaching their intended audiences as well as the general public. Work in a non-proprietary manner.

While improving the order and fulfillment processes for the Sales Program, GPO would also like to employ the same best business practices and processes to improve service to its FDLP partners. GPO currently works in partnership with nearly 1,300 libraries participating in the FDLP to provide the public with no-fee access to Government publications. Through a Congressional Appropriation, GPO is able to provide these publications to depository libraries for no-fee.

There are two types of libraries in the FDLP: Regional libraries, which are required to receive all publications distributed; and selective libraries that have greater flexibility in choosing publications for their collections. Selective depositories choose publications from the *List of Classes of United States Government Publications Available for Selection by Depository Libraries* to customize their collection for the particular patron group they serve, such as the academic or legal communities. These selections make up a depository library's unique profile that is used to distribute FDLP items. By exploring new methodologies for modernizing the selection, processing, and delivery of FDLP materials, GPO is seeking to streamline the process and make it more efficient and effective.

GPO expects the development of any relationship with the private sector to enhance the level of service that GPO currently offers to its Sales Program customers and library partners, as well as Federal agencies. However, GPO's commitment to provide the public with no-fee access to government information through the FDLP, including *GPO Access*<sup>3</sup>, remains the same. GPO will continue to distribute tangible Government publications that fall within the scope of the FDLP for no-fee public access through its depository library partners. Furthermore, GPO will not allow access to items available

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<sup>3</sup> As used in this document, GPO Access is an umbrella term for electronic Government information products that are in scope for the FDLP and made accessible to the public by or through GPO including:

- Access files and public databases available on *GPO Access* and other GPO servers;
- Other remotely accessible electronic Government information products managed by either GPO or by other institutions with which GPO has established formal agreements; and
- Remotely accessible electronic Government information products that GPO identifies, describes, and links to, but which remain under the control of the originating agencies.

through *GPO Access* to be restricted or otherwise diminished. The public will continue to be able to print and download this information without restriction.

At the same time that GPO is working to improve the service it provides customers, Federal Agencies, and library partners, it is also developing a digital content system (called the Future Digital System) to allow government content to be authenticated, versioned, preserved and made permanently accessible. This system will serve as the source for the storage and dissemination of digital Government content. GPO views the development of the Future Digital System (FDsys) as being largely complementary to the service-based relationship it is planning to establish with this Request for Proposal (RFP). The FDsys will provide the source of authentic digital content for the development of future electronic and print products.

More information detailing GPO's current processes has been included in Section J, Appendix B.

## **Vision**

With this outsourcing endeavor, GPO wishes to increase public awareness of its sales products, enhance customer access for broader dissemination of Government information, expand distribution channels, create new derivative products, utilize advanced technologies for the sale, production, and distribution of tangible and electronic products to the public, expand publishing service offerings to Federal agencies, and modernize the selection and distribution processes of tangible information products to depository libraries. GPO hopes to achieve these goals using mutually beneficial performance-based revenue sharing models and fee-based service offerings.

## **Scope**

The purpose of this Request for Proposals (RFP) is to find “Authorized Representatives” that will represent the GPO in offering official and/or authentic Government products to the public through the following four components: 1) the retail and wholesale marketing, sale, order fulfillment, and distribution of tangible products; 2) the retail marketing, sale, order fulfillment, and distribution of electronic and electronically derived products and services; 3) the offering of expanded publishing services to Federal publishing agencies; and 4) the modernization of systems for the depository library selection process and distribution of tangible materials through the FDLP.

GPO is seeking to select the same successful Offeror for both the sale of tangible products and for the selection and distribution services for depository libraries. GPO is open to having one or more successful Offeror for the sale of electronic products/services and publishing services components. Offerors are invited and encouraged to propose innovative ideas for a comprehensive solution encompassing all four components or only those that they feel qualified to provide. Use of subcontractors and/or partners, in the case of a joint venture, should be identified and integrated in the overall proposal. GPO reserves the right to not make an award for any or all of the four components.

GPO will require the successful Offeror(s) to safeguard and ensure the integrity of GPO-owned assets (Section J, Appendix C). The use of these assets or any other information obtained during the course of contract performance cannot be used for any purpose not authorized by GPO.

**The following sections outline information that will help in the preparation of a response to GPO’s request for an Offeror-written Statement of Work (SOW). Please refer to Section L for a listing of all the elements that should be included in each Offeror response.**

*Please note that all numerical listings used in this document are purely for reference purposes and are not meant to convey any sort of ranking.*

## **GPO's Objectives**

GPO seeking successful Offeror(s) that will help achieve the following objectives for the four components:

1. Increase GPO's revenue and reduce GPO's expenses through performance-based revenue sharing models for the marketing, sale, order fulfillment, and distribution of tangible and electronic products as well as fee-based schedules for the expanded publishing services offered to Federal agencies and the modernization of the processes for selection and distribution of tangible depository library materials.
2. Broaden the public's awareness and accessibility to Government documents in tangible and electronic formats through expanded marketing channels and development of new electronically derived products.
3. Eliminate GPO's financial and operational responsibilities associated with ownership and management of tangible sales inventory.
4. Transition from operations using legacy systems and manual processing to a more streamlined operation utilizing state-of-the-art technologies and modern business processes.
5. Modernize the selection process and improve the delivery of tangible titles to the libraries participating in the FDLP.
6. Improve customer service and satisfaction to Sales customers and FDLP partners.
7. Institute verifiable quality control and audit procedures that will provide GPO with an accurate assessment of performance objectives.
8. Safeguard and ensure the integrity of GPO-owned assets (Section J, Appendix C).

## **Component #1 - The Marketing, Sale, Order Fulfillment, and Distribution of Tangible Products**

For Component #1, GPO is seeking an “Authorized Representative” to perform the activities of its Sales Program relating to the retail and wholesale marketing, sale, order fulfillment, and distribution of tangible products as part of a performance-based revenue sharing model. Tangible products include all publications, subscriptions, CDs, posters, maps, microfiche, videos, DVDs, and any other materials sold in a physical format. For more detail on current products please refer to Section J, Appendix D.

GPO will require a base compensation from the successful Offeror each year to cover operating expenses for remaining Sales Program support functions. For the first year, this amount is expected to be at least \$6 million dollars. As an incentive to encourage broader dissemination of information, GPO will consider performance-based models that define a reduction in percentage compensation to GPO as the Offeror achieves certain proposed levels beyond the base revenue.

The following sections contain specific information that applies to the role GPO will play and the expectations of the successful Offeror regarding acquisitions and printing, basic publishing services, sales and marketing, order processing and fulfillment, storage, financial responsibilities, business systems, and customer service as related to tangible products.

### **GPO’s Role**

To assist the successful Offeror in achieving the objectives with regards to the marketing, sale, order fulfillment, and distribution of tangible products GPO is prepared to:

1. Designate the successful Offeror as an “Authorized Representative.” This would give the Offeror the advantage of being GPO’s sole source for selling the official and/or authenticated versions of tangible Government products to retail and wholesale markets.
2. Facilitate discussions with the successful Offeror and Federal publishing agencies regarding product characteristics and possible enhancements to improve sales potential.
3. Work with the successful Offeror and Federal publishing agencies for possible official status designations on items that have been modified either in form or appearance.
4. Share knowledge and expertise regarding Government publications gained from GPO’s many years of experience. GPO will provide available sales history and item information for existing products as well as any customer information including mailing lists for subscriptions and standing orders (for more information on standing orders see Section J, Appendix E).
5. Provide recommendations when requested on the successful Offeror’s pricing of publications. In cases where pricing authority is mandated by law and falls outside GPO’s normal legislative guidelines (see Section J, Appendix F), GPO will work with the appropriate authority to gain approval for the successful Offeror’s recommended price. For example, the *Federal Register* has prices set through the Administrative

Committee of the Federal Register (ACFR) and the *Congressional Record* pricing involves consultation with Congress.

6. Establish and price subscription services that will be sold through the successful Offeror. The printing and distribution of residual copies (single subscription issues) will be the responsibility of the successful Offeror.
7. Work with successful Offeror to develop transition plan for handling GPO's existing deposit accounts (see details surrounding these accounts in Section J, Appendix G).
8. Print and ship the Official Journals of Government (full list available in Section J, Appendix H) and subscriptions for initial fulfillment runs on a reimbursable basis.
9. Offer GPO's existing inventory to the successful Offeror on a consigned basis. Successful Offeror would be responsible for transferring and storing any desired items and would compensate GPO upon their sale. It will be the responsibility of the successful Offeror to purchase all future items it wishes to carry in inventory.
10. Submit the required printing requests for sales copies on behalf of the successful Offeror for GPO's internal or GPO's contracted print runs.
11. Provide small quantities of claims copies to successful Offeror to fulfill claims after an initial subscription run.
12. Provide press optimized PDF files for publications with characteristics that are acceptable for print on demand (POD) where the Offeror has no desire or requirement to keep an inventory. GPO requires contractual protection from these files being used for purposes beyond those authorized by GPO.
13. Authorize the use of the domain bookstore.gpo.gov for the sale of tangible Government products.
14. Provide base ONIX records (sample shown in Section J, Appendix I) and the associated ISBN and ISSN numbers for publications and subscriptions (if assigned).
15. Provide on-site space at the GPO for representatives of the successful Offeror as needed.

### **Expectations of the Successful Offeror**

GPO has itemized the minimum requirements that it expects of the successful Offeror with regards to each function.

### **Printing and Acquisitions**

Successful Offeror is expected to:

1. Offer for sale to the public any title for which there is a print on demand file available. Determine all other publications that will be offered for sale beyond these.
2. Offer for sale all historically significant items (see Section J, Appendix J) as determined by GPO. Some items may not be suitable for POD and must be kept in physical inventory.
3. Determine method of printing for tangible items (i.e. print on demand (POD) from a digital master, GPO's original print run, offset press run, or other means).
4. Notify GPO if inventory quantities are desired from GPO's internal and contracted print runs. As some materials are time sensitive, successful Offeror will be expected to reply within the timeframe the Federal publishing agency has established for each job, otherwise the opportunity to utilize the initial print run will be forfeited.

5. Obtain Official Journals of Government, such as the *Congressional Record*, the *Federal Register*, and the *Code of Federal Regulations* (full list available in Section J, Appendix H) as well as embargoed items such as the *Budget of the United States Government* for initial distribution from the GPO. These items will be printed by GPO (non-negotiable). The successful Offeror will need to work with GPO to arrange delivery. Initial copies can only be obtained on a reimbursable basis from the initial print run through GPO. The printing and distribution of residual copies (single subscription issues) will be the responsibility of the successful Offeror.
6. Produce the official editions with the same quality level or better than GPO printed or procured, unless an agreement with GPO and the publishing agency has been made. All offset printing must adhere to quality levels set forth in GPO's Quality Assurance Through Attributes Program (QATAP).  
<http://www.access.gpo.gov/procurement/qatap/qatap.pdf>
7. Develop auditable guidelines for pricing publications that are in line with GPO's legislative guidelines (Section J, Appendix F). A discount structure (if applicable) also needs to be established. In cases where pricing authority is mandated by law and falls outside GPO's normal legislative guidelines, GPO will work with the appropriate authority to gain approval for the successful Offeror's recommended price. For example, the *Federal Register* has prices set through the Administrative Committee of the Federal Register (ACFR) and the *Congressional Record* pricing involves consultation with Congress.

### **Publishing Services**

Successful Offeror is expected to:

1. Disseminate ONIX feeds and Advanced Book Information to wholesale and retail distribution channels. Basic ONIX Records provided by GPO (Section J, Appendix I) should be enhanced to include additional publication and distribution details.
2. Work in conjunction with GPO to provide Federal publishing agencies advice on publishing methods that would be the most economical and appealing for sale to the public. Suggestions to agencies may focus on, but are not limited to, format enhancements and/or modifications to product appearance.
3. Work with Federal publishing agencies to create a dedicated section on each agency's online site that feeds into successful Offeror's order fulfillment and distribution processes.
4. Assign ISBN numbers to items if not previously assigned by Federal publishing agency or GPO.
5. Add barcodes and ISBN/ISSN numbers to book covers if not already present.
6. Protect and market GPO's branding of Federal content as "authentic."

### **Sales & Marketing**

Successful Offeror is expected to:

1. Increase product awareness through expanded sales channels including retail and wholesale markets.
2. Develop marketing plans for key products that include product, price, promotion, and placement strategy.



3. Maintain a GPO branded online bookstore site. Online site should have a less than .01% failure rate, be Section 508 compliant (<http://www.section508.gov/>), and have a fully functional method for international and domestic ordering and shipping of publications and subscriptions. It should include features such as a shopping cart, order tracking and backorder capabilities, third party ordering, thumbnail cover images, and have a fully browsable and searchable catalog of items available for purchase that is updated at least daily.
4. Establish an over-the-counter retail presence in the District of Columbia. This may include a brick-and-mortar store, kiosks, and/or shelf space in an established retail location.
5. Provide additional points of sale for international and domestic customers. Orders via phone, fax, online, and/or mail are some of the possibilities.

### **Order Processing and Fulfillment for Publications**

Successful Offeror is expected to:

1. Provide an order processing system that accepts international and domestic orders for publications, subscriptions, and standing orders.
2. Process and ship orders for items in inventory within 24 hours of receipt. For non-inventory items, such as POD products or those obtained through other sources, orders must be processed and shipped within 48 hours of receipt. For items that are pre-ordered or are on backorder, customer must be notified of the estimated time delay.
3. Provide a method for customers to monitor accounts, view orders, and track packages.
4. Accept different payment methods such as deposit accounts (see details surrounding these accounts in Section J, Appendix G), major credit cards, checks, purchase orders, and requests for invoicing.
5. Handle all distribution for publications except when embargoed or other special circumstances prevail. Shipments must include an order manifest or packing slip.
6. Have quality control measures in place to ensure that the correct items are being shipped and are free from damage when packaged and delivered.
7. Offer multiple options for delivery to customer (overnight, priority, freight, etc.) for international and domestic orders.

### **Order Processing and Fulfillment for Subscriptions**

Successful Offeror is expected to:

1. Develop a system to process new subscribers and renewals both international and domestic.
2. Manage and maintain mail lists associated with subscriptions being offered. Mail lists remain the property of the GPO and will be returned to GPO upon termination of contract (Section J, Appendix C).
3. Accept different payment methods such as deposit accounts (see details surrounding these accounts in Section J, Appendix G), major credit cards, checks, purchase orders, and requests for invoicing.
4. Provide GPO with the number of subscribers and mailing information for initial subscriptions fulfillment by GPO or GPO contract printer at least 30 days in advance of the next expected issue date.

5. Retain small quantities of claims copies provided by GPO for each subscription issue.
6. Obtain any additional subscription issues desired for single copy sales. The successful Offeror can purchase these at cost through GPO as part of the initial subscription run.

### **Storage**

Successful Offeror is expected to:

1. Store any items with the need for a physical inventory.
2. Store a minimum number of copies of historically significant titles (current list of items can be found in Section J, Appendix J), as determined by GPO, that cannot be reproduced using POD.
3. Track all items owned by GPO that are being sold on a consigned basis.
4. Ensure stock is stored in suitable environmental conditions to prevent product damage.

### **Financial Responsibilities**

Successful Offeror is expected to:

1. Take action to collect and process all payments, as well as document all actions and communication with customers.
2. Securely maintain electronic copies of orders and shipments for at least six years.
3. Maintain all financial records in for the life of the contract plus two years.
4. Provide auditable financial records and reports that facilitate payments to the GPO for printing services and revenue sharing, reports, and audits.
5. Develop a structure for performance-based revenue sharing that is mutually beneficial to GPO and successful Offeror.
6. Establish method to transfer GPO's share of sales revenue on a regular basis.
7. Provide payment for printing services procured through GPO within the negotiated period of time.
8. Facilitate audits by Government auditors or external firms when requested or required.

### **Business Systems**

Successful Offeror is expected to:

1. Provide recurring and ad hoc reports (data and/or narrative) in tangible format and offer GPO access to real-time, web-based reports. Reports must be able to be revised and/or created by GPO as needed.
2. Establish a means to easily communicate with personnel at GPO.
3. Institute appropriate redundancies and back-ups.
4. Provide appropriate system reliability, capacity, performance, security, and disaster recovery.
5. Provide a system that maintains customer information, order history, sales statistics, and inventory data. Assets to be retained by GPO have been included as Section J, Appendix C.

### **Customer Service**

Successful Offeror is expected to:

1. Provide customer service and sales support (email, voice, and mail) to answer inquiries and resolve customer complaints as well as provide any technical assistance needed for the online bookstore.
2. Provide toll free telephone support for customers
3. Adhere to customer service standards established by GPO as follows:
  - Provide a telephone service factor (service level) where 80% of callers are able to speak to a customer service representative within 20 seconds (80/20).
  - Provide a first call resolution of 90%. This is where new customer inquiries are responded to and closed on the first attempt and this interaction is not re-opened for the next 48 hours.
  - Provide a response to inquiries from customers received by electronic mail where 97% of email is responded to within 24 hours of receipt.
4. Provide seamless transition from GPO to successful Offeror with little or no customer impact.

## **Component #2 - The Marketing, Sale, Order Fulfillment, and Distribution of Electronic and Electronically Derived Retail Products/Services**

For Component #2, GPO is seeking one or more “Authorized Representatives” to perform the activities related to the marketing, sale, order fulfillment, and distribution of electronic and electronically derived products and services as part of a performance-based revenue sharing model. GPO is looking for innovative ideas from the Offeror(s) regarding the structure that this component should have.

Currently, GPO offers only a limited number of retail electronic products (Section J, Appendix D) but would like to expand this product base. These retail products are created on demand and are delivered through tangible storage devices, such as diskettes and CD-ROMs. These products are not to be confused with material published by Federal agencies in CD-ROM format which are separate and considered part of the tangible product line for component #1.

Though GPO currently sells wholesale data feeds, GPO will not utilize the successful Offeror(s) for this purpose. These are the original coded versions of documents such as the *Federal Register*, *Code of Federal Regulations*, *Congressional Record* and other databases that are pushed to GPO’s electronic subscription customers in either ASCII or SGML formats. GPO will continue to sell these services so that one company does not have an advantage over another. The opportunity regarding electronic products relates to the creation of derivative products and services in electronic and tangible formats for the retail market.

As noted in the background, GPO will not allow access to items available through *GPO Access* to be restricted or otherwise diminished. The public will continue to be able to print and download this information without restriction.

The following sections contain general information that applies to the role GPO anticipates playing and the minimum expectations of the successful Offeror(s) regarding the marketing, sale, order fulfillment and distribution of electronic and electronically derived products and services.

### **GPO’s Role**

To assist each successful Offeror in achieving the objectives regarding the marketing, sale, order fulfillment, and distribution of electronic and electronically derived products and services GPO is prepared to:

1. Designate each successful Offeror as an “Authorized Representative” to sell products and services derived from authentic and/or official Government information.
2. Evaluate proposals for new items to be created in electronic or tangible formats. All proposed tangible items must be value-added and differentiable in some manner from the tangible items being distributed by the successful Offeror for component #1.

3. Facilitate discussions with the successful Offeror and Federal publishing agencies regarding publishing advice for electronic and value-added derivative products and services.
4. Work with the successful Offeror and Federal publishing agencies for possible official status designations on items.
5. Share knowledge and expertise regarding Government publications gained from GPO's many years of experience.
6. Provide the segments of source data files, when needed, for the development of a specific derivative product. GPO requires contractual protection from this content being used for purposes beyond those authorized by GPO.
7. Provide on-site space at the GPO for representatives of the successful Offeror(s) as needed.

#### **Expectations of the Successful Offeror(s)**

GPO has itemized the minimum requirements that it expects of the successful Offeror(s).

Each successful Offeror is expected to:

1. Address the creation of derivative electronic products from publications while still protecting the authenticity of those elements that were published by U.S. Government agencies in accordance with *17 U.S.C. § 105, 403*  
<http://www.copyright.gov/title17/92chap4.html>
2. Convert existing GPO electronic content, in various formats, to new types of structured data in accordance with current industry standards and best practices.
3. Make derived products available to FDL P for free. By providing these items to depository libraries their use may be limited, such as the case with *StatUSA*, to access through or within the depository library.
4. Develop a structure for performance-based revenue sharing that is mutually beneficial to GPO and successful Offeror.
5. Establish method to transfer GPO's share of sales revenue on a regular basis.
6. Facilitate audits by Government auditors or external firms when requested or required.

### **Component #3     Expanded Publishing Service Offerings**

For Component #3, GPO is seeking one or more “Authorized Representatives” to offer expanded publishing services to Federal agencies as part of a fee-based structure. These publishing agencies would use the services to enhance the content, broaden the appeal and improve the functionality of their products to meet the needs of their intended audience. GPO is looking for innovative ideas from the Offeror(s) regarding the types of services that could be offered and the impact they would have on the distribution of agency products.

The following sections contain general information that applies to the role GPO anticipates playing and the minimum expectations required of the successful Offeror(s).

#### **GPO’s Role**

To assist each successful Offeror in achieving the objectives with regards to expanded publishing service offerings GPO is prepared to:

1. Designate each successful Offeror as an “Authorized Representative” to provide Federal agencies with publishing services.
2. Promote publishing service opportunities to Federal agencies.
3. Serve as the contractual vehicle through which Federal agencies can purchase publishing services.
4. Collect payment for publishing services from Federal agencies and distribute appropriate payment to Offeror in accordance with the agreed upon fee schedule.
5. Provide on-site space at the GPO for representatives of the successful Offeror(s) as needed.

#### **Expectations of the Successful Offeror(s)**

GPO has itemized the minimum requirements that it expects of the successful Offeror(s).

Each successful Offeror is expected to:

1. Provide services that will enhance the content, appeal, and functionality of Federal agency products. These services may include, but are not limited to, product design, editing, indexing, translation, and/or conversion to alternate formats.
2. Receive Federal agency approval before any products are released. Relay any information for pending products to GPO.
3. Work in a non-proprietary manner. U.S. Government information products created or enhanced for Federal publishing agencies on a fee basis or distributed on behalf of the GPO will not have copyright protection. Finished products may be distributed to the FDLR if declared in scope.
4. Establish rates and communicate payment terms.
5. Document all services performed and provide corresponding detailed billing information to GPO.

## **Component #4    The Modernization of Systems for the Depository Library Selection Process and the Distribution of FDLP Materials**

For Component #4, GPO is seeking an “Authorized Representative” to modernize the systems for the selection process and distribution of materials for the Federal Depository Library Program (FDLP). GPO is seeking to select the same successful Offeror for both the sale of tangible products (component #1) and for the selection and distribution services for depository libraries. It is anticipated that the awarding of these components together would be mutually beneficial for the FDLP and the successful Offeror.

The successful Offeror will be paid by GPO according to a fee-based structure for services performed on behalf of the FDLP to distribute tangible materials to depository libraries. GPO would like to replace its current legacy systems and adopt more modern business processes that will offer more options, flexibility, and better service to the depository libraries. GPO is not contracting out its management of the FDLP. GPO will continue to provide the framework, support, and guidance for the FDLP. However, GPO is seeking to utilize the successful Offeror for operation of item selection, distribution services, and claims resolution under GPO management. Information detailing the current processes can be found in Section J, Appendix B.

GPO believes awarding the two components together would benefit the FDLP by having the efficiency of existing business processes applied to the selection and distribution processes. This would result in better service, increased accuracy, and improved flexibility for the depository libraries. The joining of these two components would not affect GPO’s commitment to provide the public with no-fee access to government information through the FDLP, including *GPO Access*. GPO will continue to provide Government material that falls within the scope of the FDLP for no-fee public access.

In addition, GPO believes that the successful Offeror would benefit by being able to utilize the classes assigned for material selection in the FDLP to expand tangible retail product offerings. Historically, titles in the FDLP have not always been offered for sale within the Sales Program. The successful Offeror could develop standing orders for sales customers based on the classes used by the depository libraries. This would greatly expand the sales offerings to non-depository libraries and the general public and enable them to have access to titles unavailable for purchase in the past.

The following sections contain specific information that applies to the role GPO will play and the expectations of the successful Offeror regarding the selection, distribution, financial responsibilities, and business systems related to providing materials to Federal depository libraries.

## **GPO's Role**

To assist the successful Offeror in achieving the objectives with regards to modernizing the selection process and providing the distribution of materials to Federal depository libraries GPO is prepared to:

1. Designate the successful Offeror as the "Authorized Representative" to modernize the systems for the selection process and distribution of tangible items for the FDLP.
2. Serve as the primary contact between the successful Offeror and depository libraries.
3. Inform the successful Offeror and depository libraries of title changes, changes in delivery schedules, ceased publications, and other information pertinent to selection profiles.
4. Work with successful Offeror to develop demonstrations, training, and any related materials for depository libraries.
5. Create and maintain the categories, subject level, and depository item numbers used by libraries to select materials and periodically provide any updates to the successful Offeror.
6. Furnish printed copies for items determined to be in-scope for tangible distribution to depository libraries.
7. Supply successful Offeror with FDLP library shipping information and initial library selection profile information, as well as bibliographic information in MARC format for all stock delivered.
8. Provide payment for the services performed in accordance to the agreed upon fee schedule.
9. Provide on-site space at the GPO for representatives of the successful Offeror as needed.
10. Monitor the performance of the successful Offeror to ensure that services have been provided to library partners in a timely and appropriate manner.

## **Expectations of the Successful Offeror**

GPO has itemized the minimum requirements that are expected of the successful Offeror regarding the activities involved with modernizing the selection process and providing distribution of Federal Depository materials. Since the FDLP is paid for through a Congressional appropriation, its operation requires a strict adherence to the detailed guidelines outlined below.

## **Selection**

Successful Offeror is expected to:

1. Facilitate the selection process for approximately 1,300 unique FDLP library customers from order, through processing, to delivery.
2. Maintain and update directory information for each library.
3. Maintain profile information for each library at the title level and at the item level which includes both the Superintendent of Documents Classification (SuDoc) stem and the publishing agency identifier. The system must be able to maintain historic profile information for each library customer in order to track trends and selection patterns for research purposes.
4. Push electronic notifications when titles are available for review on an approval basis and/or surplus copies become available for selection. These notifications



should be prepared for all depository libraries that either selected the title for advance screening approval or did not originally select the item as part of their profile. Each notification should include a PDF file or the link to the item so that it can be previewed. Successful Offeror should facilitate delivery of these items should any library determine that they would like to add the title to their collection. Surplus publications will be delivered on a first come first serve basis until stock is exhausted.

### **Distribution**

Successful Offeror is expected to:

1. Deliver items to depository libraries with ISBN/ISSN barcode labels (if not present already), printed packing lists containing basic bibliographic information, and the MARC cataloging records (if required) for each item selected.
2. Ensure the accurate delivery of material selected by each unique library using the most economic means available (i.e. different postage classes). Items may be batched and sent upon reaching an appropriate volume or shipped on a periodic basis (no less than once a week).
3. Have quality control measures in place to ensure that the correct items are being shipped and are free from damage when packaged and delivered.
4. Create a delivery label that identifies the material being shipped as an FDLP item (i.e. uses the FDLP logo).
5. Provide “pre-paid return authorization” with tracking capability for items recalled by GPO on behalf of a Federal publishing agency. GPO’s policy statement, ID 72, covers the withdrawal of Federal information products from GPO’s Programs ([http://www.access.gpo.gov/su\\_docs/fdlp/pubs/policies/id72\\_06-21-05.pdf](http://www.access.gpo.gov/su_docs/fdlp/pubs/policies/id72_06-21-05.pdf)). Responsibility for resolution of issues relating to depository library compliance with a recall remains with GPO.
6. Enable library customers to submit claims for missing items and provide periodic e-mail notification concerning the status of items claimed.
7. Provide delivery tracking of items from the point of distribution to the FDLP customer.

### **Financial Responsibilities**

Successful Offeror is expected to:

1. Establish rates and communicate payment terms to GPO.
2. Document all services performed and provide corresponding detailed billing information to GPO.
3. Maintain detailed records of all shipments and postage expenses for at least six years.
4. Provide and maintain auditable financial records and reports for the life of the contract plus two years.
5. Differentiate between FDLP and Sales activities. Depository libraries may become Sales customers if they choose to purchase additional copies of titles they receive from the FDLP or purchase titles that they have not selected through the FDLP.
6. Facilitate audits by Government auditors or external firms when requested or required.

### **Business Systems**

Successful Offeror is expected to:

1. Provide a selection system that allows depository libraries to define their profiles by adding items at least twice a year and deleting items at any time.
2. Accept modifications to a library's profile in real-time, via direct input by library customers, and by batch method. The system must be able to accept an initial batch load and subsequent loads of item profiles for FDL P libraries.
3. Interface with current and future GPO systems for the purpose of receipt and exchange of data in a variety of formats, including but not limited to MARC and ONIX formats.
4. Provide recurring and ad hoc reports (data and/or narrative) in tangible format and offer GPO access to real-time, web-based reports. Reports must be able to be revised and/or created by GPO as needed.
5. Institute appropriate redundancies and back-ups.
6. Provide appropriate system reliability, capacity, performance, security, and disaster recovery.

### **Service to Depository Libraries**

Successful Offeror is expected to:

1. Provide customer service to depository libraries (email, voice, and mail) to answer inquiries and resolve complaints regarding distribution services.
2. Provide toll free telephone support for depository library partners.
3. Adhere to customer service standards established by GPO as follows:
  - Provide a telephone service factor (service level) where 80% of callers are able to speak to a customer service representative within 20 seconds (80/20).
  - Provide a first call resolution of 90%. This is where new customer inquiries are responded to and closed on the first attempt and this interaction is not re-opened for the next 48 hours.
  - Provide a response to inquiries from customers received by electronic mail where 97% of email is responded to within 24 hours of receipt.
4. Research and resolve complaints and claims within 48 hours or provide a notification as to the cause for any delay in response.
5. Keep GPO notified of all issues that could affect services provided to depository libraries and of any service complaints.
6. Provide technical expertise and support for the automated selection process.
7. Work with GPO to develop demonstrations, training, and any related materials for depository libraries.
8. Provide seamless transition from GPO to successful Offeror with little or no disruption in service to depository libraries.

# Section L

## Elements in Offeror's Response

Proposals should include the following items:

1. Description of Company  
Each Offeror must provide a brief description of the company including the history, the organization, and the staffing. The organization and staffing must clearly demonstrate the ability to handle all requirements defined in the SOO.
2. Past Experience  
Each Offeror must provide a statement detailing experience with contracts or relevant business experience of similar size, scope, and complexity.
3. Statement of Financial Stability  
Each Offeror must submit a complete copy of audited financial statements by Government auditors or external firms covering the last two (2) years or comparable financial data.
4. References  
Each Offeror should provide references that are knowledgeable of prior experience and financial standing. The name, address, telephone number, and e-mail address should be provided for each contact as well as a short statement detailing the relationship.
5. Statement of Work (SOW)  
Each Offeror should provide a SOW for each component describing the proposed methodology and structure for meeting the objectives, expectations, and requirements. The SOW should specify in clear, understandable terms the work to be done or services to be performed. Please refer to Section J, Appendix K for details on how to compile a SOW.
6. Financial Structures.  
Each Offeror should submit the proposed financial structure for each component. These should specifically address how revenue and expenses will be accounted for and demonstrate the measures that will be instituted to ensure accountability. Reporting mechanisms and the facilitation of audits by Government auditors or external firms should also be addressed.
7. Risk Analysis  
Each Offeror must include an analysis that identifies any of the anticipated risks for each component, the sources, and the steps taken to reduce and eliminate each risk. Any pending or expected litigation as well as any other situation that could affect the Offeror's ability to perform required functions should be included.
8. Proposed Schedule  
Each Offeror must submit a proposed schedule of key phases for each component extending from the award of the contract to operation at full performance level. The schedule should be presented in general timeframes (i.e. week #1, week #2,) rather than specified dates.

# Section M

## **General Selection and Award Conditions**

GPO anticipates awarding a contract for each component to the Offeror(s) with the proposal that is the most advantageous to the Government. GPO reserves the right to consider as acceptable only those proposals submitted in accordance with all the requirements set forth or referenced in the RFP. In order to fully assess and evaluate the merits of the submitted proposals, written clarification or explanation requests may be issued by GPO's Contracting Officer after the initial technical evaluation has been completed.

Offerors are advised that the GPO may utilize outside Contractors and/or Consultants to assist in the evaluation of proposals. These outside Contractors will have access to any and all information contained in the Offeror's proposals, and will be subject to appropriate conflict of interest, standards of conduct, and confidentiality restrictions.

## **Basis for Award**

GPO's source evaluation will be based on the quality and comprehensiveness of services being performed as well as the proposed revenue sharing model or fee-based structure. Accordingly, award will be made to the responsible and technically acceptable Offeror whose proposal provides the greatest overall value to the Government regarding the revenue sharing benefit, cost, service, and other factors. This best-value determination will be accomplished by comparing the technical factors outlined by each Offeror regarding the strengths, weaknesses, and risks. Any impact these factors have on the projected revenue or cost will be important in the evaluation. GPO is seeking the proposal that will meet the objectives outlined in the SOO while at the same time providing superior service for the public.

GPO is seeking to select the same successful Offeror for both the sale of tangible products and for the selection and distribution services for depository libraries. GPO is open to having one or more successful Offeror for the sale of electronic products/services and publishing services components. Offerors are invited and encouraged to propose innovative ideas for a comprehensive solution encompassing all four components or only those that they feel qualified to provide. Use of subcontractors and/or partners, in the case of a joint venture, should be identified and integrated in the overall proposal. GPO reserves the right to not make an award for any or all of the four components.

## **Evaluation Factors for Award**

Evaluation of all offers for the four components will be made in accordance with the criteria outlined in this section. The proposals will be evaluated against the following six (6) factors:

Factor 1	Experience/Past Performance
Factor 2	Risk Mitigation
Factor 3	Implementation and Integration

Factor 4	Technical Capabilities
Factor 5	Features and Benefits
Factor 6	Revenue Sharing Model/Fee-based Structure

Factors 1 through 5 are referred to as the Technical Factors. Factor 6 is a Financial Factor that will be evaluated separately and applied to help determine the best value.

Evaluation will be based on an integrated assessment of the information submitted in the Offeror's proposal. Each component will be evaluated separately, though some extra consideration will be given to the Offeror(s) that can adequately meet requirements for more than one component.

Technical evaluation will consist of an analysis of the strengths, weaknesses, and risks of each proposal as it relates to the component being addressed. Technical risks will be included in the final evaluation of each factor and will not be evaluated as a separate factor. In the assessment of technical risk, GPO evaluators will consider all available information. The conclusions derived from the technical evaluation will then be weighed against the financial factors outlined for each proposal. All findings will be provided to the Source Selection Official (SSO) to support the award decision.

### **Technical Evaluation**

The Technical Factors (Factors 1-5) are all considered of equal importance. Detailed descriptions of the evaluation factors are provided below.

#### **Factor 1 – Experience/Past Performance**

GPO is interested in the Offeror's experience with contracts or relevant business experience of similar size, scope, and complexity. Past performance on contracts that are more technically relevant to GPO's objectives and are similar in scope will be considered more heavily than performance on contracts that are less relevant and of smaller scope. The Offeror's past performance will be evaluated regarding the achievement in the following categories:

- Quality of Products and/or Services
- Timeliness of Performance
- Business Relations
- Customer Satisfaction
- Price/Cost of Products and/or Services

More specifically, evaluation of past performance may include Offerors' records of providing high-quality services in a timely manner, standards of good workmanship, adhering to contract schedules, administrative aspects of contract performance, overall quality of assigned personnel, availability, stability, reasonable and cooperative behavior, commitment to and business-like concern for the interests of the customer, quality of overall program management approach, adhering to or

exceeding subcontracting plans and goals, record of awards or performance recognition earned, and overall client satisfaction.

Information will be obtained from the references listed in each Offeror's proposal, other customers known to the Government, consumer protection organizations, and others who may have useful and relevant knowledge of the Offeror's past performance. GPO may also evaluate the past performance of significant subcontractors.

### **Factor 2 - Risk Mitigation**

GPO will evaluate Offeror's proposals to identify any aspect that could potentially create a significant risk to the Government. GPO will be looking at an Offeror's ability to identify and deal with program risk, both in proactive and reactive (emergency) situations. Trade-offs and risks should be clear throughout proposals and mitigation strategies presented proactively.

An Offeror's financial stability will also be assessed with regard to potential risk. GPO reserves the right to verify the specifics of prior contracts regarding financial details. Audited financial statements by Government auditors or external firms covering the last two (2) years or comparable data must be provided. In addition, GPO may review commercial credit ratings, tax returns, and require a Letter of Credit or Performance Bond. Offeror's interested in the marketing, sale, order fulfillment, and distribution of tangible items (component #1), will be required to obtain a performance bond for the duration of the contract.

### **Factor 3 – Implementation and Integration**

GPO will be looking at the phased implementation approach outlined by each Offeror, referring to program initiation, analysis, development, testing, system integration, implementation, operations, and closeout of portions of existing processes (if required). GPO will evaluate proposals on their ability to address key implementation stages in a detailed and realistic manner.

GPO will also be looking at how the roles of subcontractors and partners, in the case of a joint venture, are integrated in the overall proposal. Proposals that exhibit minimal business disruption will be looked upon favorably.

### **Factor 4 - Technical Capabilities**

GPO will evaluate Offerors on their ability to manage a large sales, production, and/or service operation consisting of multiple technologies and processes. The technical capabilities within each proposal will be evaluated on the following bases (not listed in order of importance):

- Understanding of the size, scope, and complexity of GPO's objectives and requirements

- Adherence to and plans for meeting all applicable standards and regulations, including, but not limited to, Section 508 guidelines (<http://www.section508.gov/>), Title 44 (<http://www.access.gpo.gov/uscode/title44/title44.html>), and applicable laws for government contracting.
- Use of quality control and assurance measures in accordance with industry standards
- Understanding and use of all applicable and emerging technologies to effectively and efficiently meet current and future needs
- Utilization of appropriate automated systems to support operations required to fulfill GPO's objectives and requirements
- Ability to safeguard GPO assets including but not limited to customer and product data, electronic files, financial information, and physical assets.

#### **Factor 5 - Features and Benefits**

GPO will evaluate the features and benefits of each proposal resulting from the Offeror's innovative approach to meeting GPO's outlined objectives and requirements. The features and benefits within each proposal will be evaluated on the following bases (not listed in order of importance):

- Ability to increase revenue and/or reduce expenses
- Ability to remain flexible to adjust to swift and critical changes in workload or requirements
- Creativity of solution in addressing product/service needs and issues
- Adherence to agreed-upon performance standards and the implementation of swift adjustments when deficiencies are found
- Timeliness of service
- Ability to transfer knowledge and data to GPO
- Level of service to customers and GPO
- Impact on dissemination of Government Information

## **Financial Evaluation**

The Financial Factor (Factor 6) will be evaluated separately and will be applied to help determine the best value.

### **Factor 6 - Revenue Sharing Model/Fee-based Structure**

GPO is seeking a performance-based revenue sharing model for the marketing, sale, and distribution of tangible products (component #1) and electronic and electronically derived retail products/services (component #2). For the remaining two components, the expanded publishing services (component #3) and the selection and distribution of depository library materials (component #4), GPO requested a fee-based structure for services being proposed by the Offeror.

#### **Performance-based Revenue Sharing Model**

GPO will evaluate all proposed performance-based revenue sharing models regarding the following:

- Completeness and accuracy
- Reasonableness of structure for compensating GPO and proposed performance-based incentives
- Realism of model and revenue projections
- Best overall value to GPO
- Component #1 Only - Guarantee of base compensation of \$6 million dollars to GPO to cover operating expenses for remaining Sales Program support functions. GPO will not make an award to an Offeror who is unable to guarantee at least the base level of compensation.

#### **Fee-based Structure**

GPO will evaluate all proposed fee-based structures regarding the following:

- Completeness and accuracy
- Reasonableness of price structure for proposed product and service offerings. This determination will be made by analyzing competition (if it exists), by comparing bid prices with established commercial or GSA price schedules, and/or by evaluating labor rates.
- Realism of cost proposals for the work to be performed
- Comprehensiveness of product and service offerings with corresponding fees
- Best overall value to GPO



## Evaluation Process

GPO will evaluate the ability of each Offeror and its proposal regarding the objectives and requirements outlined in this RFP. The following *high-level* steps will be utilized in performing this evaluation:

1. *Evaluation of Initial Proposals.* Proposals will be reviewed and evaluated in detail to ensure that the Offerors have acceptable experience and have addressed all objectives and requirements in sufficient detail and clarity. This will allow GPO to determine that the proposed approach and services are acceptable and will also help identify items for discussion.
2. *Initial Financial Evaluation.* The proposed revenue sharing models and fee-based structures will be evaluated based on criteria set forth in Factor 6 of the evaluation factors.
3. *Competitive Range Determination (Material Management Acquisition Regulation, MMAR 15.306).* <http://www.gpo.gov/acquisition/mmar.pdf>
4. *Oral Presentations.* Oral presentations, including Offeror's responses to Government-provided scenarios, will be assessed according to the evaluation factors as part of the Offerors' overall proposal.
5. *Discussions.* At the Contracting Officer's discretion, GPO may conduct written and oral discussions with Offerors at any time after the competitive range determination through the submission of final proposals.
6. *Final Proposal Revisions.* Offerors will be given the opportunity to submit final proposal revisions after the conclusion of discussions.
7. *Evaluation of Final Proposal Revisions.* Final proposal revisions will be evaluated against the evaluation factors and a best value determination will be made.
8. *Source Selection and Contract Award.*

# Section J

## **Appendix A      Official Government Edition Features**

## **Appendix B      Current Processes**

- Acquisitions
- Printing
- Publishing Services
- Sales and Marketing
- Order Processing
- Order Fulfillment
- Storage
- Business Systems
- Customer Service
- Federal Library Selection and Distribution

## **Appendix C      List of Retained Assets**

## **Appendix D      Products**

- Publications
- GPO's 100 Best Selling Publications
- Subscriptions
- List of Current Subscriptions
- Electronic Products

## **Appendix E      Standing Orders**

## **Appendix F      Legislative Guidelines**

## **Appendix G      Deposit Accounts**

## **Appendix H      List of Official Journals**

## **Appendix I      Base ONIX Record**

## **Appendix J      Historically Significant Publications**

## **Appendix K      Outline of Statement of Work (SOW)**

## Appendix A

### Official Government Edition Features

#### U.S. GOVERNMENT OFFICIAL EDITION NOTICE



##### Use of ISBN Prefix

This is the Official U.S. Government edition of this publication and is herein identified to certify its authenticity. Use of the 0-16 ISBN prefix is for U.S. Government Printing Office Official Editions only. The Superintendent of Documents of the U.S. Government Printing Office requests that any reprinted edition clearly be labeled as a copy of the authentic work with a new ISBN.



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## U.S. GOVERNMENT OFFICIAL EDITION NOTICE



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The seal of the U.S. Department of Health and Human Services (HHS) authenticates this publication as the Official U.S. Government edition of *A Healthier You*, a consumer handbook for use of the *Dietary Guidelines for Americans*, 2005, based upon a preponderance of scientific evidence and medical knowledge, pursuant to the mandates of Title III of the National Nutrition Monitoring and Related Research Act, Public Law 101-445.

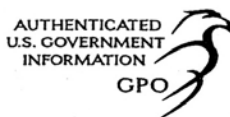
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The Department of Health and Human Services is the United States government's principal agency for protecting the health of all Americans and providing essential human services, especially for those who are least able to help themselves.

### About ODPHP



The Office of Disease Prevention and Health Promotion (ODPHP), in the Office of Public Health and Science, provides leadership, coordination, and policy development for the disease prevention and health promotion priorities of HHS within the collaborative framework of the HHS agencies.



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ISBN 0-16-072525-9

## **Appendix B**

### **Current Processes**

#### **Acquisitions**

The U.S. Government Printing Office (GPO) is the primary printing procurement source for Federal agencies. As GPO receives requests for printing services, the requests are reviewed to determine if the material meets initial criteria for distribution through GPO's Information Dissemination (ID) programs. The requests are then forwarded to Acquisitions personnel who make a decision on whether the item will be included in the Sales Program based on sales history of past editions or similar products and what marketing activities may be planned. If the Acquisitions Specialist determines the product should be included, he or she suggests the appropriate quantity to order. A panel of managers from ID reviews, discusses, and approves the final number of copies that will be requested. The request for additional copies for the Sales Program is then sent back to Customer Service to be included on the agency's print order.

#### **Printing**

GPO contracts out the majority of agency print requests to vendors who must follow GPO's QATAP standards (<http://www.access.gpo.gov/procurement/qatap/qatap.pdf>) for offset printing jobs. Sales copies are added to the agency's request prior to the job being awarded. The requesting Federal agency is billed a copy rate that includes the costs for the initial set-up. The sales copies are billed at an incremental rate with no portion of the set-up charges. This helps keep prices lower for the public. GPO does not contract out all printing. GPO still prints a selection of core products and official journals that will continue to be printed by GPO regardless of the award of the Sales Program functions. GPO also offers some print-on-demand products such as Congressional items that are sold through the GPO Bookstore. Print-on-demand products require 24 hours for fulfillment and are priced using a separate print rate.

#### **Publishing Services**

The Sales Program has not typically worked extensively with Federal agency organizations to design publications for commercial appeal. The Sales Program began an outreach program this year to bring commercial design and production to a wide variety of government publications. This has been successfully received by Federal agencies. From this experiment in extended publishing services, indications are that there is some interest among Federal agencies to design their print products for trade and target markets to expand the effectiveness of distribution.

## **Sales and Marketing**

During the past two years, GPO has begun to make major strides in expanding the dissemination of its sales publications through commercial sales channels. The Sales Program is now creating and distributing feeds of ONIX data, the premier source of new book information for Amazon, Barnes and Noble, Borders, Baker and Taylor, Ingram, and other major online and traditional bookstores and wholesalers. GPO is encouraging agency publishers interested in having their publications sold in commercial bookstores to add an ISBN and bar code to the back cover of each new book, and to include language describing the official nature of their publications on the verso of each book's title page. The Sales Program is also developing new discount schedules that match those of commercial publishers to encourage large pre-publication purchases of new titles. GPO staff also provides publishing agencies with advice on formats, such as the trim sizes that are most acceptable to commercial bookstores.

GPO's U.S. Government Online Bookstore ([bookstore.gpo.gov](http://bookstore.gpo.gov)) features new and newsworthy titles, as well as monthly subject-specific collections of publications, which are promoted by product notices to targeted magazines, newspapers, and association newsletters. GPO constantly strives to provide an experience that is comparable to commercial sites including adding user-friendly Online Bookstore features as well as offering more options and service to buyers.

## **Order Processing**

Customers can place orders for publications and subscriptions by telephone, fax, or mail through the GPO Contact Center. GPO also operates an online bookstore ([bookstore.gpo.gov](http://bookstore.gpo.gov)) where the public can browse all the items available for sale and place orders. Customers can also visit the GPO Bookstore that is located in Washington, DC to browse a collection of items available for sale.

GPO accepts payment in the form of cash, check, major credit cards (Visa, MasterCard, Discover/NOVUS, and American Express), Government purchase orders, and deposit accounts. GPO also extends some invoicing privileges to State and local governments as well as college bookstores. All payments except credit card payments require some manual processing before being certified as paid.

## **Order Fulfillment**

All orders except Congressional print-on-demand items and initial subscription runs are fulfilled from the Distribution Center in Laurel, Maryland. Customers can request expedited shipping of orders. In these cases, the payment is processed outside the order processing system and the order is fulfilled at the warehouse using a system function that immediately allocated and deducts the item from stock. Orders are generally picked from a retail bin area, packed, and shipped through the U.S. Postal Service or may be shipped through UPS or Federal Express depending on the service requested by the customer. GPO also arranges the shipment of large orders requiring the use of tractor-trailers. All picking and packing is done manually.

## **Storage**

GPO stores the majority of sales items and subscription materials at its warehouse located in Laurel, MD. Items are shipped directly from the printers and received at the warehouse where the item is entered into an inventory management system then stored in bulk or retail locations. The inventory levels are monitored to determine when stock re-order or purging is necessary. Quality assurance checks are performed on a routine basis to ensure the accuracy of the stock counts and locations.

## **Business Systems**

GPO uses a series of systems that have been developed independently of each other to handle the business functions performed by GPO. Many of the systems are antiquated and require batch processing. Information such as an item's sales history is difficult to attain. System generated reports are relied on heavily to obtain needed data.

## **Customer Service**

Customer service functions such as inquiries, order processing and order resolution are handled through the GPO Contact Center. The center operates Monday through Friday (except for Federal holidays) from 7:00 a.m. to 9:00 p.m. EST. The center uses an Automated Call Center (ACD) system to manage incoming calls and Customer Relationship Management (CRM) software to track customers' requests and action items. The majority of customer inquiries or problems are resolved in 24 hours.

## **Federal Depository Library Selection and Distribution**

### **Selection:**

Depository libraries receive FDL P material based on the type of depository library it is. There are two types of libraries in the FDL P: regional libraries, which are required to receive all publications distributed; and selective libraries that have greater flexibility in choosing publications for their collections. The selective depository libraries select from over 7,000 item numbers published in the *List of Classes of United States Government Publications Available for Selection by Depository Libraries*. Item numbers may represent one serial publication or a group of miscellaneous publications. Additions to selections may be made only once during the annual selection update cycle. Deletions to a library's selection list may be done at any time.

### **Distribution:**

Materials to the depository libraries are prepared for shipment immediately after they are received. The items are distributed manually but the process is guided by a system called Automated Depository Distribution System (ADDS). This system provides visual cues to personnel showing which libraries should receive copies of the publications being distributed based on their library selection profile. Copies of documents are placed in each library's shipping box until the package is full or it has been one week since the last library mailing. A Depository Library Shipping List is placed in each box before it is

mailed. This is not a packing list but a list of all documents that are being made available to all FDLP libraries in this shipment. Each box is then affixed with a label that bears the GPO FDLP logo. This is so the material is uniquely identified from other materials the library may receive. The box is then sent out through Federal Express to ensure tracking capabilities. Documents that are oversized or arrive in self-mailers are not processed using ADDS. They are packaged and shipped individually to each selecting depository.



## **Appendix C**

### **Assets to be Retained by GPO**

The successful Offeror will become an “Authorized Representative” of GPO and will be provided the assets below to operate as such. GPO expects that these assets will be maintained and safeguarded for the duration of the contract. Upon the termination of the relationship between GPO and the successful Offeror, all activities associated with the use of these assets must immediately cease and the assets must be returned to GPO in an acceptable format without any proprietary restrictions.

The following is a list of the assets to be retained by GPO:

- Authorized Representative Designation
- Customer Mailing Lists (subscriptions and publications)
- Standing Order Lists
- Product Description Data
- Item Sales History Data
- Press Optimized PDF Files
- Electronic data
- All Historically Significant and Consigned Stock
- GPO Online Bookstore Site and Web Address
- GPO Seal of Authenticity
- Library Selection Categories
- Depository Library Profiles and Information

## Appendix D Products

### Publications

Publications are materials that are sold individually or as a single set such as a book, poster, kit, package or pamphlet. This category is not limited only to printed items, but includes books, tapes, CDs, DVDs, microfiche, microform, stickers, etc.

### GPO's 100 Best Selling Publications of 2005 by Revenue

	Stock Number	ISBN	Title	Orders	Copies Sold	Revenue
1	048-204-00019-8	No ISBN	2004 IRS TAX PUBLICATION 17	3,741	5,186	\$222,069
2	869-052-00133-3	0-16-072132-6	CFR04-T 37 R7-1-04; CODE OF FEDERAL REGULATIONS -	571	3,402	\$171,424
3	055-000-00651-2	0-16-042836-x	PROTECT YOUR FAMILY FROM LEAD IN YOUR HOME 2003 (E	708	2,312	\$125,861
4	069-000-00154-8	0-16-072327-2	UNITED STATES GOVERNMENT MANUAL 2004/05	1,198	2,514	\$122,728
5	148-204-00003-9	No ISBN	IRS PUBLICATION 1194, VOV. 1, 2004	1,817	1,849	\$120,740
6	148-204-00001-2	No ISBN	IRS PUBLICATION 1132 VOL.1, 2004	1,807	1,821	\$118,800
7	052-071-01393-8	0-16-051423-1	CONSTITUTION OF THE UNITED STATES AND THE DECLARAT	653	48,862	\$113,669
8	869-056-00005-7	0-16-073808-3	CFR05-T 5 PTS 1-699 R 1-1-05; CODE OF FEDERAL REGU	940	2,393	\$105,345
9	148-204-00005-5	No ISBN	IRS PUBLICATION 1194 B VOL. 1, 2004	1,496	1,527	\$100,320
10	017-001-00483-9	0-16-074966-2	INTERNATIONAL CERTIFICATE OF VACCINATION, NOVEMBER	1,797	453,079	\$88,809
11	869-056-00007-3	0-16-073810-5	CFR05-T 5 PTS 1200-END R1-1-05; CODE OF FEDERAL RE	741	1,833	\$83,951
12	048-004-02476-4	0-16-073107-0	ZIRSC-CUMULATIVE BULLETIN 2000-3	1,182	1,187	\$80,828
13	869-056-00006-5	0-16-073809-1	CFR05-T 5 PTS 700-1199 (R1-1-05); CODE OF FEDERAL	730	1,978	\$77,388
14	003-024-09055-4	0-16-072330-2	STATISTICAL ABSTRACT PAPER 2004/2005	1,193	2,189	\$73,061
15	048-004-02473-0	0-16-068008-5	ZIRSC-INTERNAL REVENUE CUMULATIVE BULLETIN 2003-1	876	879	\$69,571
16	048-004-02477-2	0-16-073139-9	ZIRSC-CUMULATIVE BULLETIN 2003-2	863	865	\$69,332
17	869-052-00173-2	0-16-072172-5	CFR04-T 42 PTS.430-END R10-1-04; CODE OF FEDERAL R	394	1,118	\$66,720
18	001-000-04718-3	0-16-072399-x	FINDING YOUR WAY TO A HEALTHIER YOU PAMPHLET (FORM	403	1,290	\$65,854
19	048-004-02480-2	0-16-073267-0	ZIRSC-CUMULATIVE BULLETIN 2001-03	830	845	\$60,059
20	869-052-00205-4	0-16-072204-7	CFR04-T 49 PT 200-399 R10-1-04; CODE OF FEDERAL RE	407	1,050	\$59,523
21	869-052-00134-1	0-16-072133-4	CFR04-T 38 PTS.0-17 R7-1-04; CODE OF FEDERAL REGUL	362	1,006	\$57,429
22	869-052-00110-4	0-16-072109-1	CFR04-T 29 PT.1926 R7-1-04; CODE OF FEDERAL REGULA	840	1,491	\$57,070
23	048-004-02479-9	0-16-073196-8	ZIRSC-CUMULATIVE BULLETIN 2004-1	719	726	\$56,029
24	069-000-00158-1	0-16-072601-8	US GOVERNMENT MANUAL 2005/2006	682	971	\$50,809
25	051-000-00228-8	0-16-072420-1	2005 FEDERAL BENEFITS FOR VETERANS AND DEPENDENTS	3,980	9,341	\$50,736
26	001-000-04719-1	0-16-072398-1	DIETARY GUIDELINES FOR AMERICANS, 2005 (6TH EDITIO	1,207	7,803	\$50,418
27	148-204-00009-8	No ISBN	2004 IRS PUBLICATION 1796, CD-ROM, RELEASE 1, ONLI	2,089	2,169	\$47,617
28	869-052-00107-4	0-16-072106-7	CFR04-T29PT1900-1910(1900TO1910.99; CODE OF FEDERA	559	904	\$46,464
29	869-056-00054-5	0-16-073857-1	CFR05-T 18 PTS.1-399 R4-1-05; CODE OF FEDERAL REGU	221	857	\$45,028
30	040-000-00768-7	0-16-073258-1	ECONOMIC REPORT OF THE PRESIDENT 2005	980	1,292	\$44,998
31	017-060-00469-0	0-16-034549-9	CMS 1500 CLAIM FORM	937	2,434	\$44,660
32	869-052-00172-4	0-16-072171-7	CFR04-T42 PTS 400-429 R10-1-04; CODE OF FEDERAL RE	301	793	\$44,510
33	869-056-00069-3	0-16-073872-5	CFR05-T 21 PTS.800-1299 R 4-1-05; CODE OF FEDERAL	313	807	\$44,231

					Copies	
	Stock Number	ISBN	Title	Orders	Sold	Revenue
34	869-052-00203-8	0-16-072202-0	CFR04-T 49 PT 100-185 R10-1-04; CODE OF FEDERAL RE	454	723	\$43,536
35	148-204-00007-1	No ISBN	2004 IRS PUBLICATION 1796, CD-ROM RELEASE 1, MAIL	1,535	1,585	\$42,536
36	008-001-00157-6	0-16-050618-2	VEHICLE INSPECTION CHECKLIST (CONTROLLED ITEM)	35	374	\$40,903
37	021-000-00178-3	0-16-050082-6	U.S. GOVERNMENT PRINTING OFFICE STYLE MANUAL (PAPE	462	1,469	\$40,301
38	003-024-09056-2	0-16-072331-0	STATISTICAL ABSTRACT OF THE U.S.2004/2005 CLOTH	496	1,135	\$40,121
39	869-052-00053-1	0-16-072052-4	CFR04-T18 PTS.1-399 R4-1-04; CODE OF FEDERAL REGUL	238	658	\$40,002
40	869-052-00190-2	0-16-072189-x	CFR04-T 47 PT 0-19 R10-1-04; CODE OF FEDERAL REGUL	302	721	\$39,906
41	869-052-00206-2	0-16-072205-5	CFR04-T 49 PTS 400-599 R10-1-04; CODE OF FEDERAL R	225	755	\$39,821
42	869-052-00193-7	0-16-072192-x	CFR04-T 47 PT 70-79 R10-1-04; CODE OF FEDERAL REGU	286	699	\$38,095
43	869-052-00135-0	0-16-072134-2	CFR04-T38 PTS 18-END 7/1/04; CODE OF FEDERAL REGUL	230	686	\$37,535
44	869-052-00068-0	0-16-072067-2	CFR04-T 21 PTS 800-1299 R4-1-04; CODE OF FEDERAL R	399	741	\$35,861
45	869-056-00079-1	0-16-073882-2	CFR05-T 25 R4-1-05; CODE OF FEDERAL REGULATIONS -	148	695	\$35,831
46	017-060-00468-1	0-16-034548-0	HEALTH INSURANCE CLAIM FORM	829	2,091	\$35,352
47	869-052-00204-6	0-16-072203-9	CFR04-TITLE 49 PTS 186-199 R10-1-04; CODE OF FEDER	353	1,706	\$35,336
48	869-052-00055-8	0-16-072054-0	CFR04-T 19 PT0-140 R4-1-4; CODE OF FEDERAL REGULAT	483	730	\$34,216
49	869-052-00076-1	0-16-072075-3	CFR04-T 24 PTS.700-1699R4-1-04; CODE OF FEDERAL RE	234	600	\$34,160
50	869-052-00194-5	0-16-072193-8	CFR04-T 47 PT 80-END R10-1-04; CODE OF FEDERAL REG	276	575	\$33,184
51	869-052-00056-6	0-16-072055-9	CFR04-T19 PT.141-199 R4-1-04; CODE OF FEDERAL REGU	469	728	\$32,941
52	020-000-00284-1	0-16-051462-2	GENERAL AUDITING STANDARDS FISCAL YEAR 2003	419	2,009	\$30,855
53	869-052-00160-1	0-16-072159-8	CFR04-T40 PT.260-265 R7-1-04; CODE OF FEDERAL REGU	271	656	\$30,795
54	017-023-00214-7	0-16-072285-3	ORI GUIDE TO THE RESPONSIBLE CONDUCT OF RESEARCH	132	2,561	\$30,601
55	869-052-00059-1	0-16-072058-3	CFR04-T 20 PT 400-499 R4-1-04; CODE OF FEDERAL REG	298	488	\$29,888
56	869-056-00062-6	0-16-073865-2	CFR05-T 21 PTS.1-99 R4-1-05; CODE OF FEDERAL REGUL	386	842	\$29,400
57	148-004-00026-9	No ISBN	2004 PACKAGE X, VOL. 1	192	447	\$29,390
58	869-052-00101-5	0-16-072100-8	CFR04-T 28 PT.0-42 R7-1-04; CODE OF FEDERAL REGULA	194	488	\$29,036
59	869-056-00064-2	0-16-073867-9	CFR05-T 21 PTS.170-199 R4-1-05; CODE OF FEDERAL RE	346	693	\$28,803
60	869-056-00027-8	0-16-073830-x	CFR05-T 10 PTS 1-50 R1-1-05; CODE OF FEDERAL REGUL	451	901	\$28,472
61	869-052-00102-3	0-16-072101-6	CFR04-T28 PT.43-END R7-1-04; CODE OF FEDERAL REGUL	209	491	\$28,080
62	869-052-00161-9	0-16-072160-1	CFR04-T 40 PTS 266-299 R7/1/04; CODE OF FEDERAL RE	227	589	\$27,950
63	869-056-00040-5	0-16-073843-1	CFR05-T 14 PTS 1-59 R1-1-05; CODE OF FEDERAL REGUL	242	530	\$27,440
64	869-052-00078-7	0-16-072077-x	CFR04-T25 R 4-1-04; CODE OF FEDERAL REGULATIONS -	162	439	\$26,649
65	008-022-00333-9	0-16-068019-0	SAFETY AND HEALTH REQUIREMENTS MANUAL EM 385-1-1 D	128	498	\$26,589
66	869-056-00063-4	0-16-073866-0	CFR05-T 21 PTS.100-169 R4-1-05; CODE OF FEDERAL RE	300	625	\$26,583
67	869-056-00066-9	0-16-073869-5	CFR05-T 21 PTS.300-499 R4-1-05; CODE OF FEDERAL RE	351	971	\$26,076
68	027-002-00505-8	No ISBN	BIOGRAPHIC INFORMATION FORM NO. G325-A (2-24-04)	74	921	\$25,792
69	869-056-00077-4	0-16-073880-6	CFR05-T 24 PTS.700-1699 R4-1-05; CODE OF FEDERAL R	248	568	\$24,827
70	048-204-00020-1	No ISBN	2004 IRS TAX PUBLICATION 334	1,990	2,589	\$24,510
71	869-052-00061-2	0-16-072060-5	CFR04-T 21 PTS. 1-99 R4-1-04; CODE OF FEDERAL REGU	368	652	\$24,277
72	869-052-00178-3	0-16-072177-6	CFR04-T45 PTS 200-499 R10-1-04; CODE OF FEDERAL RE	178	805	\$23,800
73	869-052-00158-9	0-16-072157-1	CFR04-T40 PTS 150-189 R7-1-04; CODE OF FEDERAL REG	177	513	\$23,693
74	869-056-00028-6	0-16-073831-8	CFR05-T 10 PTS 51-199 R 1-1-05; CODE OF FEDERAL RE	372	785	\$23,606
75	869-052-00112-1	0-16-072111-3	CFR04-T 30 PT.1-199 R7-1-04; CODE OF FEDERAL REGUL	172	455	\$23,481
76	024-005-01217-6	No ISBN	NATIONAL PARK SYSTEM: MAP AND GUIDE, 2003	82	370	\$23,296
77	869-052-00171-6	0-16-072170-9	CFR04-TITLE 42 PTS 1-399 R 10-1-04; CODE OF FEDERA	182	401	\$23,128
78	869-052-00004-3	0-16-072003-6	CFR04-T 5 PTS 1-699 R1-1-04; CODE OF FEDERAL REGUL	154	481	\$22,688
79	869-052-00073-6	0-16-072072-9	CFR04-T24 PT 0-199 R4-1-04; CODE OF FEDERAL REGULA	174	396	\$22,680

	Stock Number	ISBN	Title	Orders	Copies Sold	Revenue
81	047-000-00415-2	0-16-072300-0	HANDBOOK OF NORTH AMERICAN INDIANS, VOL. 14	244	319	\$22,284
82	041-015-00240-6	0-16-073218-2	MAPPING THE GLOBAL FUTURE REPORT OF THE NATIONAL I	264	635	\$22,144
83	869-052-00063-9	0-16-072062-1	CFR04-T 21 PTS.170-199 R 4-1-04; CODE OF FEDERAL R	351	528	\$22,007
84	869-052-00174-1	0-16-072173-3	CFR04-T 43 PTS 1-999 R10-1-04; CODE OF FEDERAL REG	128	480	\$21,938
85	869-052-00023-0	0-16-072022-2	CFR04-T 8 R-1-1-04; CODE OF FEDERAL REGULATIONS -	289	382	\$21,923
86	869-056-00024-3	0-16-073827-3	CFR05-T 8 R 1-1-05; CODE OF FEDERAL REGULATIONS -	188	439	\$21,858
87	869-052-00164-3	0-16-072163-6	CFR04-T 40 PTS 425-699 7/1/04; CODE OF FEDERAL REG	225	393	\$21,786
88	869-052-00177-5	0-16-072176-8	CFR04-T45 PTS 1-199 R10-1-04; CODE OF FEDERAL REGU	167	451	\$21,765
89	041-015-00235-0	0-16-074941-7	WORLD FACT BOOK 2004	185	241	\$21,749
90	869-052-00062-1	0-16-072061-3	CFR04-T 21 PTS 100-169 R4-1-04; CODE OF FEDERAL RE	331	547	\$21,651
91	769-004-05035-9	No ISBN	FR -V.69 #219 BK.3 11-15-04; FEDERAL REGISTER CO	327	663	\$21,582
92	869-052-00130-9	0-16-072129-6	CFR04-T 36 PTS.1-199 R 7-1-04; CODE OF FEDERAL REG	153	668	\$21,497
93	869-052-00175-9	0-16-072174-1	CFR04-T 43 PTS 1000-END R10-1-04; CODE OF FEDERAL	113	429	\$21,437
94	869-052-00124-4	0-16-072123-7	CFR04-T33 PTS 125-199 R7-1-04; CODE OF FEDERAL REG	149	380	\$21,411
95	869-056-00060-0	0-16-073863-6	CFR05-T 20 PTS.400-499 R 4-1-05; CODE OF FEDERAL R	198	363	\$21,360
96	869-056-00041-3	0-16-073844-x	CFR05-T 14 PTS 60-139 R1-1-05; CODE OF FEDERAL REG	324	576	\$21,335
97	869-052-00157-1	0-16-072156-3	CFR04-T40 PTS 136-149 R7-1-04; CODE OF FEDERAL REG	190	385	\$21,152
98	869-052-00191-1	0-16-072190-3	CFR04-T 47 PT 20-39 R10-1-04; CODE OF FEDERAL REGU	219	486	\$20,723
99	869-052-00145-7	0-16-072144-x	CFR04-T40 PT.63(63.1-63.599)R7-1-04; CODE OF FEDER	229	379	\$20,642
100	017-033-00497-8	0-16-067940-0	NIOSH POCKET GUIDE TO CHEMICAL HAZARDS (BOOK)	155	679	\$20,593

## Subscriptions

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Basic and supplements are subscriptions where the customer is given consolidated material in the form of a manual at the beginning of the subscription period and provided supplemental or updated material as it becomes available throughout during the service period. These subscriptions may run longer than a year for the service to be satisfied. Examples of these types of subscriptions would be the *Harmonized Tariff Schedule* and *Domestic Mail Manual*.

## List of Current Subscriptions with Estimated Revenue Generated for FY2005

List ID	Title	Frequency	Sub Run	Price	Estimated Revenue
CFR	CODE OF FEDERAL REGULATIONS, Paper	IRREGULAR	1,837	\$ 1,342.00	\$ 2,465,254
TMESW	TEST METHODS FOR EVALUATING SOLID WASTE	Basic & 9 Supplements	5,169	\$ 367.00	\$ 1,897,023
MPEP	MANUAL OF PATENT EXAMINING PROCEDURES	Basic & 2 Revisions	4,792	\$ 216.00	\$ 1,035,072
FR	FEDERAL REGISTER, Complete	DAILY	1,093	\$ 764.00	\$ 835,052
TSA05	HARMONIZED TARIFF SCHEDULES, Paper	Basic & 1 change	8,100	\$ 94.00	\$ 761,400
OGT	OFFICIAL GAZETTE: TRADEMARK	WEEKLY	610	\$ 1,229.00	\$ 749,690
SCHB	SCHEDULE B	Basic & 3 Public Bulletins	2,486	\$ 135.00	\$ 335,610
CRUS	CUSTOM REGULATIONS OF THE UNITED STATES	Basic & 7 changes	1,897	\$ 175.00	\$ 331,975
TMEP	TRADEMARK MANUAL OF EXAMINING PROCEDURE	Basic & 6 Changes	1,887	\$ 171.00	\$ 322,677
FRDO	FEDERAL REGISTER, Daily Only	DAILY	381	\$ 699.00	\$ 266,319
CR	CONGRESSONAL RECORD, Paper	DAILY	522	\$ 503.00	\$ 262,566
NMAM	NIOSH MANUAL OF ANALYTICAL METHODS	Basic & 3 Updates	3,969	\$ 64.00	\$ 254,016
CL03	CUMMULATIVE LIST OF ORGANIZATIONS	Basic & 3 Changes	1,131	\$ 166.00	\$ 187,746
SOADS	FAA AIRWORTHINESS DIRECTIVES: Small Aircraft	52Biweekly & 2 Indexes	576	\$ 300.00	\$ 172,800
FEACR	FEDERAL ACQUISITION REGULATION	BASIC/SUPP.	445	\$ 360.00	\$ 160,200
MMWR	MORBIDITY AND MORTALITY WEEKLY REPORT	WKLY/INDX	409	\$ 373.00	\$ 152,557
EAR05	EXPORT ADMINISTRATION REGULATIONS	Basic & 3	788	\$ 193.00	\$ 152,084
FDAP	FDA CONSUMER	BI-MONTHLY	10,836	\$ 14.00	\$ 151,704
IRB	INTERNAL REVENUE BULLETIN	WEEKLY	590	\$ 247.00	\$ 145,730
AIMBF	AERONAUTICAL INFORMATION MANUAL	Basic & 3 Changes	855	\$ 166.00	\$ 141,930
BGN	BACKGROUND NOTES ON THE COUNTRIES OF THE WRLD	102 Issues	2,021	\$ 63.00	\$ 127,323
SHENG	STANDARD HIGHWAY SIGNS, English	Basic & 6 Revisions	795	\$ 153.00	\$ 121,635
SOADL	FAA AIRWORTHINESS DIRECTIVES: Large Aircraft	52Biweekly & 2 Indexes	261	\$ 375.00	\$ 97,875
DMM04	DOMESTIC MAIL MANUAL	Basic Only	1,744	\$ 55.00	\$ 95,920
EHPM	ENVIRON HEALTH PERSP	MONTHLY	359	\$ 263.00	\$ 94,417
CCP	COMPENDIUM OF COPYRIGHT OFFICE PRACTICE	BASIC/SUPP.	1,232	\$ 71.00	\$ 87,472
FCRCD	FCC RECORD	BIWEEKLY	118	\$ 678.00	\$ 80,004
SCUB	SURVEY OF CURRENT BUSINESS	MONTHLY	1,225	\$ 63.00	\$ 77,175
APD04	APP. DRUG PRODUCTS WITH THERAP EQUIV EVAL	Basic & 12Cummulatives	474	\$ 160.00	\$ 75,840
ODNA	NOTICE TO AIRMEN	MONTHLY	500	\$ 147.00	\$ 73,500
ORDT	OSHA Regulations, Documents, and Tech Info CD	QUARTERLY	1,117	\$ 63.00	\$ 70,371
MRFM	MANUAL OF REGS AND PROC FOR FED RADIO FREQ MGMT	Basic & 15 Revisions	183	\$ 342.00	\$ 62,586
SBOND	U.S. SAVING BONDS REDEMPTION VALUES	SEMIANNUAL	4,953	\$ 12.00	\$ 59,436
MLR	MONTHLY LABOR REVIEW	MONTHLY	1,198	\$ 49.00	\$ 58,702
DCAAM	DCAA CONTRACT AUDIT MANUAL	SEMIANNUAL	1,126	\$ 52.00	\$ 58,552
CB	CUSTOM BULLETIN	WEEKLY	231	\$ 247.00	\$ 57,057
GWD23	GWD ISSUED UNDER THE DAVIS BACON & REL V.2	BASIC/SUPP	14	\$ 3,611.00	\$ 50,554
GWD43	GWD ISSUED UNDER THE DAVIS BACON & REL V.4	BASIC/SUPP	10	\$ 4,774.00	\$ 47,740
OOQ	OCCUPATIONAL OUTLOOK QUARTERLY	QUARTERLY	3,137	\$ 15.00	\$ 47,055
IMM	INTERNATIONAL MAIL MANUAL	SEMIANNUAL	1,294	\$ 36.00	\$ 46,584
JTRCP	JOINT TRAVEL REGULATIONS, VOL 2	BASIC/SUPP.	83	\$ 541.00	\$ 44,903
ECIN	ECONOMINIC INDICATOR	MONTHLY	772	\$ 58.00	\$ 44,776
FAN	FAA AVIATION NEWS	BI-MONTHLY	2,121	\$ 21.00	\$ 44,541

List ID	Title	Frequency	Sub Run	Price	Estimated Revenue
GWD53	GWD ISSUED UNDER THE DAVIS BACON & REL V.5	BASIC/SUPP	13	\$ 3,347.00	\$ 43,511
GWD73	GWD ISSUED UNDER THE DAVIS BACON & REL. V.7	BASIC/SUPP	12	\$ 3,271.00	\$ 39,252
GAM	GRANTS POLICY DIRECTIVES	Basic & 23 Changes	174	\$ 219.00	\$ 38,106
COF04	CATALOG OF FEDERAL DOMESTIC ASSISTANCE, Paper	BASIC	566	\$ 67.00	\$ 37,922
FBIEB	FBI LAW ENFORCE BULL	MONTHLY	957	\$ 38.00	\$ 36,366
GWD13	GWD ISSUED UNDER THE DAVIS BACON & REL V.1	BASIC/SUPP	10	\$ 3,402.00	\$ 34,020
CPI	CPI DETAILED REPORT	MONTHLY	609	\$ 47.00	\$ 28,623
CBU	COAST GUARD	MONTHLY	558	\$ 48.00	\$ 26,784
SOL	SOLDIERS	MONTHLY	574	\$ 46.00	\$ 26,404
PD	WEEKLY COMPILATION OF PRESIDENTIAL DOCUMENTS	WEEKLY	188	\$ 133.00	\$ 25,004
TCDS5	TYPE CERTIFICATE DATA SHEETS, VOL 5	Con. Basic & 24 Monthly	34	\$ 725.00	\$ 24,650
JSOM	JOURNAL OF SPECIAL OPERATIONS MEDICINE	QUARTERLY	818	\$ 30.00	\$ 24,540
SASSB	SOCIAL SECURITY BULLETIN	QTR +ANN	437	\$ 56.00	\$ 24,472
EMEA	EE-EMPLOYMENT & EARNINGS	MONTHLY	453	\$ 53.00	\$ 24,009
GWD33	GWD ISSUED UNDER THE DAVIS BACON & REL V.3	BASIC/SUPP	8	\$ 2,994.00	\$ 23,952
NAVN	NAVAL AVIATION NEWS	BIMONTHLY	1,031	\$ 23.00	\$ 23,713
GWD63	GWD ISSUED UNDER THE DAVIS BACON & REL. V.6	BASIC/SUPP	7	\$ 3,319.00	\$ 23,233
MR	MILITARY REVIEW	BI-MONTH	715	\$ 32.00	\$ 22,880
HFRQ	HEALTH CARE FINANCING REVIEW	QTRLY/ANN	476	\$ 48.00	\$ 22,848
ATCH	AIR TRAFFIC CONTROL, 7110.65	Basic & 3 Changes	194	\$ 116.00	\$ 22,504
MFFR	FEDERAL REGISTER, Microfiche	DAILY	83	\$ 264.00	\$ 21,912
A	AIRMAN	MONTHLY	511	\$ 42.00	\$ 21,462
FLRAR	FLRA REPORTS OF CASE DECISIONS	IRREGULAR	47	\$ 453.00	\$ 21,291
DIS04	DOD INDEX OF SPECIFICATIONS AND STANDARDS	BASIC/SUPP	49	\$ 430.00	\$ 21,070
TCDS1	TYPE CERTIFICATE DATA SHEETS, VOL 1	Con. Basic & 24 Monthly	26	\$ 777.00	\$ 20,202
DIPL	DIPLOMATIC LIST	QUARTERLY	1,058	\$ 19.00	\$ 20,102
MER	MONTHLY ENERGY REVIEW	MONTHLY	134	\$ 147.00	\$ 19,698
ALLH	ALL HANDS	MONTHLY	437	\$ 45.00	\$ 19,665
AES	FLYING SAFETY	MONTHLY	381	\$ 50.00	\$ 19,050
CAFR	CENSUS OF AGRICULTURE, 1997, VOL 1	53 Issues	19	\$ 968.00	\$ 18,392
NR	HUMANITIES	BIMONTHLY	764	\$ 24.00	\$ 18,336
WPPI	PPI DETAILED REPORT	MON/SUPP	329	\$ 55.00	\$ 18,095
PATON	PATENT AND TRADEMARK OFFICE NOTICES	WEEKLY	79	\$ 226.00	\$ 17,854
TCDS4	TYPE CERTIFICATE DATA SHEETS, VOL 4	Con. Basic & 24 Monthly	23	\$ 746.00	\$ 17,158
LOMA	LIST OF MATERIALS...RUS ELECTRIFICATION BORROWERS	Basic & 3 Supplements	219	\$ 78.00	\$ 17,082
TCDS3	TYPE CERTIFICATE DATA SHEETS, VOL 3	Con. Basic & 24 Monthly	21	\$ 804.00	\$ 16,884
SCP02	SUPREME CT OF THE US, PRELIMINARY PRINTS	6 Issues	273	\$ 61.00	\$ 16,653
AHRW	ALCOHOL RESEARCH AND HEALTH	QUARTERLY	659	\$ 25.00	\$ 16,475
TCDS2	TYPE CERTIFICATE DATA SHEETS, VOL 2	Con. Basic & 24 Monthly	23	\$ 714.00	\$ 16,422
CFRM	CODE OF FEDERAL REGULATIONS, Microfiche	IRREGULAR	50	\$ 325.00	\$ 16,250
LCS	LSA, LIST OF CFR SECTIONS AFFECTED	MONTHLY	461	\$ 35.00	\$ 16,135
PAR	PARAMETERS: Journal of the US Army War College	QUARTERLY	620	\$ 26.00	\$ 16,120
LMAT	LIST OF MATERIALS... TELECOMMUNICATION RUS	Basic & 11 Supplements	78	\$ 200.00	\$ 15,600
SHMET	STANDARD HIGHWAY SIGNS, Metric	Basic & 6 Revisions	89	\$ 163.00	\$ 14,507
MAR	MARINES	QTRLY/SPEC	544	\$ 26.00	\$ 14,144

List ID	Title	Frequency	Sub Run	Price	Estimated Revenue
ARES	AGRICULTURAL RESEARCH	MONTHLY	274	\$ 50.00	\$ 13,700
JFQ	JOINT FORCE QUARTERLY	QUARTERLY	640	\$ 20.00	\$ 12,800
AURE	AIR & SPACE POWER JOURNAL	QUARTERLY	368	\$ 32.00	\$ 11,776
SOIB	STATISTICS OF INCOME BULLETIN	QUARTERLY	220	\$ 53.00	\$ 11,660
HCLRM	CENTERS FOR MEDICARE AND MEDICAID SVCS (CMS), CD	MONTHLY	55	\$ 211.00	\$ 11,605
UWQ	UNDERSEA WARFARE	QUARTERLY	445	\$ 25.00	\$ 11,125
TSACD	HARMONIZED TARIFF SCHEDULES, CD	SEM-ANNU	167	\$ 65.00	\$ 10,855
DSNL	STATE MAGAZINE	OTHER 11	269	\$ 40.00	\$ 10,760
CPCSI	CURRENT POPULATION REPORTS, P20, 23, 60	Irregularly	133	\$ 80.00	\$ 10,640
MC03	MONTHLY CATALOG OF GOVERNMENT PUBLICATIONS	MONTHLY	166	\$ 61.00	\$ 10,126
TRBU	TREASURY BULLETIN	QUARTERLY	219	\$ 46.00	\$ 10,074
SJRA	JOURNAL OF RESEARCH OF THE NIST	BIMONTHLY	213	\$ 47.00	\$ 10,011
SCI03	SUPREME CT OF THE US, IND SLIP OPINIONS	80 Issues	27	\$ 320.00	\$ 8,640
FB	FISHER BULLETIN	QTRLY	179	\$ 48.00	\$ 8,592
ETF	ENGLISH TEACHING FORUM	QUARTERLY	451	\$ 19.00	\$ 8,569
FDAV	FDA VETERINARIAN	BIMONTHLY	462	\$ 18.00	\$ 8,316
SEABE	SEABEE	QUARTERLY	330	\$ 25.00	\$ 8,250
AIP	AERONAUTICAL INFORMATION PUBLICATION	Basic & 3Amendements	67	\$ 122.00	\$ 8,174
FARCD	FEDERAL ACQUISITION REGULATION, CD	QUARTERLY	100	\$ 79.00	\$ 7,900
PR	PUBLIC ROADS	BI-MONTHLY	296	\$ 26.00	\$ 7,696
NCRR	NAT'L CREDIT UNION ADM. RULES & REGULATIONS	BASIC/SUPP.	48	\$ 155.00	\$ 7,440
NSCN	NAVY SUPPLY CORPS NEWSLETTER	BIMONTHLY	238	\$ 31.00	\$ 7,378
COFCM	CATALOG OF FEDERAL DOMESTIC ASSISTANCE, CD	SEMI-AN	130	\$ 54.00	\$ 7,020
FAMER	FAMILY ECONOMICS	SEMI-AN	455	\$ 15.00	\$ 6,825
ANAR	APPROACH, The Naval Aviation Safety Review	BIMONTHLY	227	\$ 29.00	\$ 6,583
FHAR	FEDERAL MOTOR CARRIER SAFETY ADMIN REGISTER	DAILY	7	\$ 935.00	\$ 6,545
NLRBW	WEEKLY SUMMARY OF NLRB CASES	WEEKLY	26	\$ 242.00	\$ 6,292
JFTR1	JOINT FEDERAL TRAVEL REGULATIONS, V.1	BASIC/SUPP.	12	\$ 519.00	\$ 6,228
MSH	MEDICAL SUBJECT HEADINGS	ANNUAL	90	\$ 66.00	\$ 5,940
ALOG	ARMY LOGISTICIAN	BIMONTHLY	245	\$ 23.00	\$ 5,635
FRSU	FEDERAL REGISTER SUBJECT INDEX	MONTHLY	178	\$ 30.00	\$ 5,340
LJS	LIST OF JOURNALS INDEXED FOR MEDLINE	ANNUAL	152	\$ 35.00	\$ 5,320
TAC	US TAX COURT REPORTS	MONTHLY	113	\$ 47.00	\$ 5,311
SPW	SPECIAL WARFARE	QUARTERLY	252	\$ 21.00	\$ 5,292
QFR	QRTLY FIN REPORT FOR MANUF, MINING, AND TRADE	QUARTERLY	89	\$ 58.00	\$ 5,162
FPQ	FEDERAL PROBATION	TRI-ANNUAL	319	\$ 16.00	\$ 5,104
AWS	NATIONAL COMPENSATION SURVEY	80 Issues	15	\$ 320.00	\$ 4,800
FCN	FIRE MANAGEMENT NOTE	QUARTERLY	218	\$ 19.00	\$ 4,142
ARLAW	ARMY LAWYER	MONTHLY	81	\$ 50.00	\$ 4,050
SW	SURFACE WARFARE	QUARTERLY	262	\$ 15.00	\$ 3,930
FORT	FORTITUDINE	QUARTERLY	259	\$ 15.00	\$ 3,885
FMSHD	FEDERAL MINE SAFETY AND HLTH REVIEW COMM DEC	MONTHLY	33	\$ 116.00	\$ 3,828
MPJ	MILITARY POLICE	SEMI-ANN	278	\$ 13.00	\$ 3,614
CRM	CONGRESSIONAL RECORD, Microfiche	DAILY	24	\$ 146.00	\$ 3,504
SAFRE	CONSUMER PRODUCT SAFETY REVIEW	QUARTERLY	194	\$ 18.00	\$ 3,492

List ID	Title	Frequency	Sub Run	Price	Estimated Revenue
NFC	RURAL COOPERATIVES	BI-MONTHLY	151	\$ 23.00	\$ 3,473
LOCID	LOCATION IDENTIFIERS, 7350.7	TRIENNIAL	86	\$ 39.00	\$ 3,354
ARAB	ARMY AL&T	BIMONTHLY	144	\$ 21.00	\$ 3,024
PSPMM	PS, THE PREVENTIVE MAINTAINCE MONTHLY	MONTHLY	67	\$ 45.00	\$ 3,015
CTH	CONTRACTIONS, 7340.1	Basic & 3 Changes	22	\$ 127.00	\$ 2,794
TENG	ENGINEER	QUARTERLY	135	\$ 19.00	\$ 2,565
FSH	FLIGHT SERVICES	Basic & 3 Changes	32	\$ 80.00	\$ 2,560
NRCI	NUREG ISSUANCE, 0750	MO/QT/SEM-A	21	\$ 111.00	\$ 2,331
TTACK	COMBAT EDGE	MONTHLY	45	\$ 51.00	\$ 2,295
AMBER	AMBER WAVES	QTR+1	53	\$ 38.00	\$ 2,014
MWL	MARINERS WEATHER LOG	TRI-ANN	105	\$ 19.00	\$ 1,995
MILR	MILITARY LAW REVIEW	QUARTERLY	99	\$ 20.00	\$ 1,980
CUSHR	CALNDRS OF THE US HOUSE OF REP AND HIST OF LEG	WEEKLY	5	\$ 368.00	\$ 1,840
CPRHE	CURRENT POPULATION REPORTS, P70	Irregularly	87	\$ 21.00	\$ 1,827
MFR	MARINE FISHERIES REVIEW	QUARTERLY	80	\$ 21.00	\$ 1,680
FA	AGEXPORTER	MONTHLY	101	\$ 16.00	\$ 1,616
LCGPD	LIST OF CLASSES OF US GOVT PUBLICATIONS	SEMI-ANNUAL	80	\$ 20.00	\$ 1,600
ACJ	CML, ARMY CHEMICAL REVIEW	SEMIANNUAL	115	\$ 13.00	\$ 1,495
WASDE	WORLD AGRICULTURE SUPPLY AND DEMAND EST	MONTHLY	27	\$ 53.00	\$ 1,431
AFJL	AIR FORCE JOURNAL OF LOGISITCS	QUARTERLY	91	\$ 15.00	\$ 1,365
EINS	DOE THIS MONTH	MONTHLY	32	\$ 42.00	\$ 1,344
DDO	DIRECTORY OF DCAA OFFICES	SEMIANNUAL	43	\$ 30.00	\$ 1,290
ARM	ARMY RESERVE MAGAZINE	QUARTERLY	84	\$ 15.00	\$ 1,260
JLR	AIR FORCE LAW REVIEW	SEMIANNUAL	54	\$ 23.00	\$ 1,242
FLT	FOREIGN LABOR TRENDS	25 Issues	49	\$ 24.00	\$ 1,176
NCE	NAVY CIVIL ENGINEER	QUARTERLY	69	\$ 17.00	\$ 1,173
MTSRO	MONTHLY TREASURY STATEMENT	MONTHLY	19	\$ 58.00	\$ 1,102
CPCQ	NATIONAL CENTER FOR PTSD CLINICAL QUARTERLY	QUARTERLY	72	\$ 15.00	\$ 1,080
AIRR	CITIZEN AIRMAN	BIMONTHLY	56	\$ 19.00	\$ 1,064
TMF	MOBILITY FORUM	BI-MONTHLY	37	\$ 28.00	\$ 1,036
CDPF	CDP (Chronic Disease Prevention) FILE, CD	QUARTERLY	10	\$ 100.00	\$ 1,000
QPB	QUARTERMASTER PROFESSIONAL BULLETIN	QUARTERLY	49	\$ 20.00	\$ 980
AFOC	AIR FORCE COMPTROLLER	QUARTERLY	64	\$ 15.00	\$ 960
USNM	NAVY MEDICINE	BIMONTHLY	40	\$ 23.00	\$ 920
PTSDQ	PTSD (Post Traumatic Stress Disorder) RESEARCH QTRLY	QUARTERLY	53	\$ 15.00	\$ 795
RESR	NCRR REPORTER	QRTLY/INDEX	44	\$ 15.00	\$ 660
CCRAR	CONSTRUCTIN REPORTS, C50	QUARTERLY	37	\$ 16.00	\$ 592
NCOJ	NCO JOURNAL	QUARTERLY	35	\$ 16.00	\$ 560
OHRCD	OCCUPATIONAL SAFETY & HEALTH REVIEW COMM. CD	TRI-ANNUAL	11	\$ 32.00	\$ 352
CHMA	CURRENT HOUSING REPORTS, H130	QUARTERLY	14	\$ 18.00	\$ 252
TR	REPORTER	QUARTERLY	9	\$ 15.00	\$ 135
AFCE	AIR FORCE CIVIL ENGINEER	QUARTERLY	NEW	\$ 24.00	
P1091	PUBLIC LAWS	IRREGULAR	NEW	\$ 317.00	
<b>TOTALS</b>			<b>99,605</b>	<b>\$</b>	<b>3,825,931</b>



## **Electronic Products**

A list of electronic products for sale can be found at:

<http://bookstore.gpo.gov/eproducts/index.html>.

### **Retail:**

Electronic products sold mainly to members of the general public include sections of publications (such as a *CFR* part), applications (e.g. the *Savings Bond Wizard*), data sets (e.g. Census spreadsheets), and electronic media (e.g. “maps”). These products are delivered through tangible storage devices, such as diskettes and CDs. These products are not to be confused with material published by Federal agencies in CD-ROM format which are separate and considered part of the tangible sales publication line.

### **Wholesale:**

Products available for sale include the original coded versions of documents or sets of documents, primarily purchased by business customers and repackaged and resold. The information content, which includes the *Federal Register*, *Code of Federal Regulations*, *Congressional Record* and other databases, is “pushed” to customers in either ASCII or SGML formats on a subscription basis. No stock is available on hand at GPO for filling orders, as each product is created on demand.

## Appendix E

### Standing Orders

GPO provides customers with an opportunity to place orders for publications they wish to receive automatically when they become available. These may be for a specific title or for any item in a group of related materials that they are interested in receiving. GPO securely stores the customer's payment information that will be used to process these orders. Customer information is periodically updated to ensure address and payment information is valid. Customers can cancel standing orders at any time.

As of August 31, 2005, there were a total of 9,123 Standing Order customers resulting in sales revenue of approximately \$1.2 million.

The following is GPO's standing order lists as of 9/16/2005. List IDs with no standing orders or copies (denoted by shading) are all recently added offerings.

List ID	Title	Standing Orders	Copies
ZAS	Agricultural Statistics.	88	94
ZAIAL	Air Almanac.	12	18
ZAPDP	Analysis of the President's Budgetary Proposals		
ZHS3	Analytical Studies.	74	75
ZBEO	Annual Energy Outlook		
ZERV	Annual Energy Review		
ZH150	Annual Housing Survey: United States and Regions.	17	17
ZAENA	Astronomical Almanac.	84	125
ZAPH	Astronomical Phenomena		
ZBEO	Budget and Economic Outlook		
ZBUSG	Budget of the U.S. Government, Fiscal Year.	170	183
ZBUSA	Budget of the US Government Appendix		
ZBAP	Budget: Analytical Perspectives		
ZBHT	Budget: Historical Tables		
ZCFL	Campaign Finance Law		
ZAES	Census of Population and Housing	8	8
ZNS6	Cognition and Survey Measurements.		
ZHS5	Comparative International Vital and Health	25	25
ZHS16	Compilations of Advance Data From Vital and Health	10	10
ZHS24	Compilations of Data on Natality, Marriage, Divorce	7	8
ZCE	Condition of Education, Volumes 1 and 2.	61	64
ZCDC	Congressional Directory (cloth).	133	209
ZCD	Congressional Directory (paper).	252	361
ZCDA	Congressional District Atlas.	45	52
ZCWMP	Congressional Districts of the (Congressional Session) Wall Map		
ZCPD	Congressional Pictorial Directory		
ZCRBD	Congressional Record (cloth edition).	8	8
ZCHRP	Country Reports on Human Rights Practices		

List ID	Title	Standing Orders	Copies
ZCS	Country Studies.	88	107
ZCIM	Cumulated Index Medicus.	32	33
ZCBTD	Customs Bulletin: Treasury Decisions Under Customs and Other Laws (bound)		
ZHS2	Data Evaluation and Methods Research.	56	57
ZHS11	Data From the National Health Examination Survey.	3	3
ZHS10	Data From the National Health Interview Survey.	84	84
ZHS15	Data From the National Health Survey.	2	2
ZHS23	Data From the National Survey of Family Growth.	50	51
ZHS13	Data on Health Resources Utilization.	108	109
ZHS20	Data on Mortality.	81	81
ZHS21	Data on Natality, Marriage and Divorce.	56	56
ZDDNL	Decisions and Orders of the NLRB.	74	80
ZDCGB	Decisions of the Comptroller General (bound and	11	11
ZDOD	Defense Annual Report.	36	43
ZDOT	Dictionary of Occupational Titles.	201	233
ZDES	Digest of Educational Statistics.	141	163
ZDCR	Directory of Companies Required to File Reports With	53	57
ZERP	Economic Report of the President.	304	358
ZELEA	Electric Power Annual		
ZFFSS	Fast Facts and Figures About Social Security		
ZFBI	FBI Uniform Crime Reports.	177	239
ZFBVA	Federal Benefits for Veterans and Dependents		
ZFRA	Federal Rules of Appellate Procedure		
ZFRC	Federal Rules of Civil Procedure		
ZFRE	Federal Rules of Evidence		
ZFTC	Federal Trade Commission Decisions		
ZFS	Fisheries of the U.S. (year).	11	11
ZFCUS	Foreign Consular Offices of the U.S.	58	81
ZFRUS	Foreign Relations of the U.S.	25	28
ZGM	Government Manual.	688	981
ZHNAI	Handbook of North American Indians.	328	349
ZHUS	Health U.S.	245	249
ZCIFA	Index and Finding Aids.	50	53
ZPTO	Index of Patents Issued From U.S. Patent and	5	6
ZIEO	International Energy Outlook		
ZIRSC	IRS Cumulative Bulletins.	893	908
ZJOBP	Job Patterns for Minorities and Women in Private Industry		
ZJOBS	Job Patterns for Minorities and Women in State and Local Govt		
ZLDC	Letters of the Delegates to Congress, 1774-1789.	72	72
ZLIBC	Librarian of Congress Annual Report		
ZLL1	Light List, Volume 1, Atlantic Coast, St. Croix	4	4
ZLL2	Light List, Volume 2, Atlantic Coast, Toms River,	2	2
ZLL3	Light List, Volume 3, Atlantic and Gulf Coasts, From	3	3
ZLL4	Light List, Volume 4, Gulf of Mexico, Econfina		

List ID	Title	Standing Orders	Copies
ZLL5	Light List, Volume 5, Mississippi River System of		
ZLL6	Light List, Volume 6, Pacific Coast and Pacific		
ZLL7	Light List, Volume 7, Great Lakes of the United		
ZVSM3	Marriage and Divorce.	62	64
ZMPIN	Medicare Unique Physician Identification Number		
ZMHUS	Mental Health, United States		
ZMY1	Minerals Yearbook, Volume 1, Metals, Minerals and	26	26
ZMY2	Minerals Yearbook, Volume 2, Area Reports: Domestic.	25	25
ZMY3	Minerals Yearbook, Volume 3, Area Reports:	22	22
ZVSM2	Mortality.	84	86
ZVSN1	Natality.	70	72
ZNDCS	National Drug Control Strategy Annual Report		
ZRFTB	National Trade Estimate Report on Foreign Trade Barriers		
ZNZCD	National ZIP Code and Post Office Directory.	289	538
ZNLAC	Nautical Almanac.	34	56
ZOOHC	Occupational Outlook Handbook (cloth).	185	371
ZOOH	Occupational Outlook Handbook (paper).	270	482
ZOPTD	Occupational Projections and Training Data		
ZOMBC	OMB Circular No. A11 Preparation, Submission, and Execution of the Budget		
ZHPB	Preservation Briefs.	157	173
ZHS1	Program and Collection Procedures.	38	38
ZPUPP	Public Papers of the President.	45	48
ZSDPC	Report of the Secretary of Defense to the President and Congress		
ZPIRF	Report on International Religious Freedom		
ZSTEB	Salary Tables: Executive Branch		
ZSEI	Science and Engineering Indicators		
ZSEC	Securities and Exchange Commission Annual Report.	32	41
ZSGM	Sentencing Guidelines Manual		
ZSSP	Social Security Programs Throughout the World.	18	23
ZSCJS	Sourcebook of Criminal Justice Statistics		
ZSPIN	Spinoff		
ZSTAC	Statistical Abstract of the U.S. (cloth).	347	473
ZSA	Statistical Abstract of the U.S. (paper).	522	670
ZSRRE	Statistical Report, Rural Electric Borrowers		
ZSCCC	Statistics of Communications Common Carriers		
ZSAL	Statutes at Large.	27	35
ZTCRB	Tax Court Reports (cloth).	275	278
ZTAXP	Tax Publications (all)		
ZPU17	Publication 17		
ZP334	Publication 334		
ZP583	Publication 583		
ZP132	Publication 1132		
ZP194	Publication 1194		
ZP94B	Publication 1194B		

List ID	Title	Standing Orders	Copies
ZP796	Publication 1796 CD-Rom		
ZP040	F-1040		
Z40AB	F-1040 Schedule A & B		
Z040C	F-1040 Schedule C		
Z040C	F-1040 Schedule D		
Z040E	F-1040 Schedule E		
Z40EI	F-1040 Schedule EIC		
Z040F	F-1040 Schedule F		
Z40SE	F-1040 Schedule SE		
ZP40A	F-1040 A		
Z40ES	F-1040 ES (OTC)		
Z40EZ	F-1040 EZ		
Z040X	F-1040 X		
ZP041	F-1041		
ZP065	F-1065		
Z65K1	F-1065 Schedule K-1		
Z1120	F-1120		
Z2106	F-2106		
Z2441	F-2441		
Z4562	F-4562		
Z4797	F-4797		
Z4868	F-4868		
Z6251	F-6251		
ZCF05	Title 5, Administrative Personnel.	16	25
ZCF07	Title 7, Agriculture.	9	11
ZCF08	Title 8, Aliens and Nationality.	21	28
ZCF09	Title 9, Animals and Animal Products.	15	19
ZCF10	Title 10, Energy.	20	24
ZCF12	Title 12, Banks and Banking.	31	66
ZCF14	Title 14, Aeronautics and Space.	54	64
ZCF15	Title 15, Commerce and Foreign Trade.	4	8
ZCF16	Title 16, Commercial Practices.	23	57
ZCF17	Title 17, Commodity and Security Exchanges.	23	27
ZCF18	Title 18, Conservation of Power and Water Resources.	25	42
ZCF19	Title 19, Customs Duties.	24	36
ZCF20	Title 20, Employees' Benefits.	30	36
ZCF21	Title 21, Food and Drugs.	92	158
ZCF22	Title 22, Foreign Relations.	15	20
ZCF24	Title 24, Housing and Urban Development.	37	43
ZCF25	Title 25, Indians.	18	48
ZCF26	Title 26, Internal Revenue.	5	7
ZCF28	Title 28, Judicial Administration.	5	7
ZCF29	Title 29, Labor.	65	67
ZCF30	Title 30, Mineral Resources.	12	14
ZCF33	Title 33, Navigation and Navigable Waters.	28	33
ZCF36	Title 36, Parks, Forests and Public Property.	8	12

List ID	Title	Standing Orders	Copies
ZCF37	Title 37, Patents, Trademarks and Copyrights.	106	813
ZCF38	Title 38, Pensions, Bonuses and Veterans' Relief.	20	28
ZCF40	Title 40, Protection of Environment.	71	89
ZCF41	Title 41, Public Contracts and Property Management.	11	13
ZCF42	Title 42, Public Health.	36	40
ZCF43	Title 43, Public Lands, Interior.	11	15
ZCF45	Title 45, Public Welfare.	22	53
ZCF46	Title 46, Shipping.	13	16
ZCF47	Title 47, Telecommunication.	34	65
ZCF48	Title 48, Federal Acquisition Regulations System.	5	7
ZCF49	Title 49, Transportation (Regulations of the	52	62
ZCF50	Title 50, Wildlife and Fisheries.	8	9
ZTFUS	Treaties in Force: A List of Treaties and Other	101	108
ZCODE	U.S. Code (Base set is clothbound and the annual	65	85
ZCSS7	U.S. Congressional Serial Set: 107th Congress	6	6
ZCSS8	U.S. Congressional Serial Set: 108th Congress	6	6
ZSUR	U.S. Court of International Trade Reports.	17	18
ZSCRB	U.S. Reports (cloth).	82	96
ZTSI	U.S. Trade Shifts in Selected Industries, Annual	2	2
ZTIA	U.S. Treaties and Other International Agreements.	31	34
ZHRTD	US House of Representatives Telephone Directory		
ZSETD	US Senate Telephone Directory		
ZWTPC	We the People Calendar		
ZZWSA	Weapon Systems, US Army		
ZWIRE	Wiretap Report		
ZNBIF	World Factbook.	159	184
ZWME	World Military Expenditures.	84	104

## **Appendix F**

### **Legislative Guidelines**

#### **Title 44**

As representative of GPO, Offeror will be required to adhere to authorizing legislation in *U.S. Code, Title 44, Public Printing and Documents*. Specific sections that pertain to the sale and distribution of government documents include, but are not necessarily limited to Chapters 15, 17 and 19.

Chapter 15, Section 1504 addresses the printing and pricing of the *Federal Register* and *Code of Federal Regulations*, which are **Official Journals of Government**. Chapter 17 addresses the “*Distribution and Sale of Public Documents*.” Chapter 19 addresses the **Federal Depository Library Program (FDLP)** activities including selection and distribution of FDLP material.

The following sections have been detailed to highlight issues that have been presented in the RFP:

#### **Printing (Section 1705):**

GPO has the authority to “print additional copies of a Government publication, not confidential in character, required for sale to the public.” As the publishing agency is responsible for make ready and/ or setup costs for their publication, the printer accords a favorable “additional rate” to GPO for their copies.

#### **Reprints (Section 1707):**

Publications may be reprinted subject to approval of the publishing agency. (Note: If Offeror does not use GPO printing procurement services and chooses to do his own printing, this would be considered a reprint and would still require publishing agency approval). Print on demand copies are also considered reprints.

#### **Pricing and Discounts (Section 1708):**

Prices for publications are set by the Superintendent of Documents and are based on the “cost as determined by the Public Printer plus 50%”.

The 25% cap on discounts to book dealers and quantity purchasers has been eliminated. The Superintendent of Documents now sets discounts.

## **Appendix G**

### **Deposit Accounts**

Deposit accounts allow customers to place money in a GPO held account at any time for the purpose of purchasing products in the future. The customer uses their 7-digit depository account number when ordering as payment. The availability of funds is verified prior to processing the order. The customer receives a depository statement once a month regardless if account activity has occurred. Currently there are over 8,600 active deposit accounts with a current balance of approximately \$4 million.



## Appendix H

### Official Journals and GPO In-House Products

Official Journals are those journals of record that are required to be printed through the U.S. Government Printing Office as the official source for Federal Government legislations, or regulations. In addition, there are publications that are critical in the ability of government to function and due to the required production schedule; they must be printed by GPO. The following is a preliminary list of materials that fall into these categories.

#### **Official Journals**

*Congressional Record*  
*Congressional Record Index*  
*Federal Register*  
*Federal Register Index*  
*Weekly Compilation of the Presidential Documents*

#### **GPO In-House Products**

*Code of Federal Regulations*  
*Committee Prints*  
*Congressional Bills*  
*Congressional Reports*  
*Economic Indicators*  
*House Calendar (Daily Issue)*  
*House Calendar (Monthly Issue)*  
*House Committee Hearings*  
*List of Sections Affected*  
*Official Gazette (Trademark)*  
*Patent and Trademark Notices*  
*Senate Calendar*  
*Senate Committee Hearings*  
*Statutes at Large*  
*United States Code*  
*United States Reports*

## Appendix I

### Base ONIX Records

The following is a sample base ONIX record prepared by the GPO.

#### ONIX FEED REQUIRED FIELDS INFORMATION TEMPLATE

**Company/Publisher:** U.S. Government Printing Office

**Title:** Occupational Outlook Handbook

**Subtitle:** 2006-07 Edition

**Author:** U.S. Bureau of Labor Statistics

(Note: if no actual author, GPO is using the publishing agency as the author)

**Edition:** 2006-07

(Note: Number, Revised, Revised and Expanded, etc.)

**Previous Edition ISBN:** 0-16-051553-X (Cloth)  
0-16-051554-8 (Paper)

**Previous Edition First Published:** 2004

**Previous Edition Out of Print effective:** February 2006

**Media:** Book      **Format:** Trade paperback, cloth

(Note: Media: Book, CD, Pamphlet, Poster, etc.)

Format: Trade Paperback, Cloth, Library Binding, Spiral, etc.)

**ISBN: I believe GPO has always assigned ISBN**

(NOTES: Document if Agency prefers GPO to assign ISBN or if Agency has ISBN. If agency has ISBN for product, please detail ISBN in this document. If multiple formats are published/printed at the same time, I will need separate ISBNs for each format type. –Examples – paperback and hardcover; paperback, hardcover, spiral, CD)

**List Price:**

**Trim Size:** 8.5 X 11

**Page Count:** Approximately 700

**# Illustrations black & white:** Not yet determined

**# Illustrations 2color:** 0

**# Illustrations 4color:** 0

**Series Title:**

**Volume #:**

**Age Range:**

**Audience:**

**BISAC CATEGORIES:**

**Initial Print Qty:**

**Pub Month:** February

**Pub Year:** 2006

**Season:** Winter

**Release Date:**

**Website:** <http://bookstore.gpo.gov>

**Product Description:** (one to two paragraphs, bulleted items OK)

The *Occupational Outlook Handbook* is a nationally recognized source of career information, designed to provide valuable assistance to individuals making decisions

about their future work lives. Revised every two years, the *Handbook* describes what workers do on the job, working conditions, the training and education needed, earnings, and expected job prospects in a wide range of occupations.

**Table of Contents:**

**Audience for Book:**

Example:

- Persons seeking to start or change their careers
- Career guidance counselors
- College/university libraries
- High school libraries
- Public libraries
- General public

**Author Bio:**

The Bureau of Labor Statistics (BLS) was established in 1884 as the principal fact-finding agency for the Federal Government in the broad field of labor economics and statistics. The BLS is an independent national statistical agency that collects, processes, analyzes, and disseminates essential statistical data, including occupational projections.

In 1948, Commissioner of Labor Statistics Ewan Clague announced that an *Occupational Outlook Handbook* (OOH) was being made available. The first edition was published in 1949. BLS relied on the financial support of the Veterans' Administration to produce a second edition of the *Handbook* in 1951. Four years later, Congress provided for a program of regular reappraisal of the employment outlook. This led to the third edition of the *OOH* in 1957 and subsequent biennial revisions. The Bureau of Labor Statistics produced subsequent editions of the *OOH* in 1959, 1961, 1963–64, and, biennially, in even-numbered years starting with 1966 and on up to the current edition.

**Pub Date Tie In:**

**Publicity:**

## Appendix J

### Historically Significant Publications

Currently information products having historical significance are retained indefinitely in the Sales inventory of the Superintendent of Documents. A Sales product that has historical significance is one that documents or reflects major historical initiatives or activities of lasting importance carried out by the Federal Government, its branches or its agencies. The following is a list of items that have been designated as Historically Significant:

Stock Number	Title	Price
052-071-00823-3	S.C. Doc:100-20 <i>The Senate 1789-1989 Addresses on the History of the U.S. Senate</i>	\$ 56.00
052-071-00856-0	S.C. DOC: 100-20 <i>The Senate 1789-1989 Addresses on the History of the U.S. Senate</i>	\$ 55.00
052-071-00857-8	S.C. DOC: 100-35 <i>Senate Historical Almanac</i>	\$ 28.00
052-071-00995-7	S. SOC: 100-20 <i>The Senate 1789-1992, Vol. 4 Bicentennial</i>	\$ 45.00
052-071-01048-3	S. SOC: 100-20 <i>The Senate 1789-1992, Vol. 3</i>	\$ 69.00
052-071-01072-6	S. DOC: 103-23 <i>The Senate of the Roman Republic</i>	\$ 17.00
052-071-01131-5	S. DOC: <i>Senators of the U.S. A Historical Bibliography</i>	\$ 31.00
052-071-01157-9	S. DOC: 103-6 <i>The Constitution of the U.S. America, Analysis and Interpretation*</i>	\$ 148.00
052-071-01158-7	S. DOC: <i>The Constitution of the U.S. America - Supplement</i>	\$ 6.50
052-071-01227-3	S. DOC 104-26 <i>Vice Presidents of the U.S. 1789-1993</i>	\$ 50.00
Various	<i>Handbook of North American Indians (20 Volume Set)</i>	Various
Various	<i>Letters of Delegates to Congress</i>	Various
Various	<i>Official Congressional Record – Impeachment Set</i>	Various
Various	<i>Public Papers of the President</i>	Various

\*GPO's latest edition

## **Appendix K**

### **Outline of Statement of Work**

#### **Introduction/Background**

- This section identifies the need for this particular work, cites the contract's goals, describes the location of the work, and identifies how the contract work fits into the GPO's mission and goals.
- This section should consist of no more than three to four paragraphs.

#### **Objectives**

- These are well-defined statements of the results to be achieved in order for the overall mission of the work to be accomplished.
- The objectives should be quantifiable criteria that must be met for the work to be considered successful.

#### **Scope of Work**

- This section briefly states what the scope of work does and does not cover. The scope of work paragraph should be limited to what is necessary to convey the intent of the contract.
- It includes an outline of the extent of the work, a brief overview of the steps of the project, a brief description of the methodology to be used, and a description of the location of the work.

#### **Task Identification**

For each of the 4 Components identified in the RFP the Offeror should include the following:

- Tasks are activities and milestones that need to be completed to accomplish the contract objectives. Tasks can be structured by milestones, deliverables, or processes but should be identified using Contract Line Item Numbers (CLINs).
- Include the following in this section:
  - A clear delineation of responsibilities
  - A detailed description of each work element
  - The approach or methodology
  - Timelines and deliverable requirements with each task description
  - GPO support in terms of equipment, staffing, computers, software, or subcontractors, as applicable
  - Identification of documentation that must be followed or used as guidelines
  - Clear instruction of contract phasing or sequencing, if necessary

#### **Time Frames and Deliverables**

- Specify time frames as they apply to completion of tasks, milestones, and/or completion of the entire contract.
- State what the contractor is responsible for delivering during the course of the work and at the end of the project, as applicable.

- Deliverables should:
  - Be specific
  - Have clear instructions regarding their submission
  - Clearly define the manner in which the GPO will determine if they are acceptable

**Other Factors to Consider in SOW Preparation**

- Contract location
- GPO responsibilities
- Contractor responsibilities
- Acceptance testing
- Proposed contractor options/alternatives
- Stop/go decisions
- Cost benefit analysis and implementation recommendations
- Deliverables and billing information should be linked to the specific CLINs